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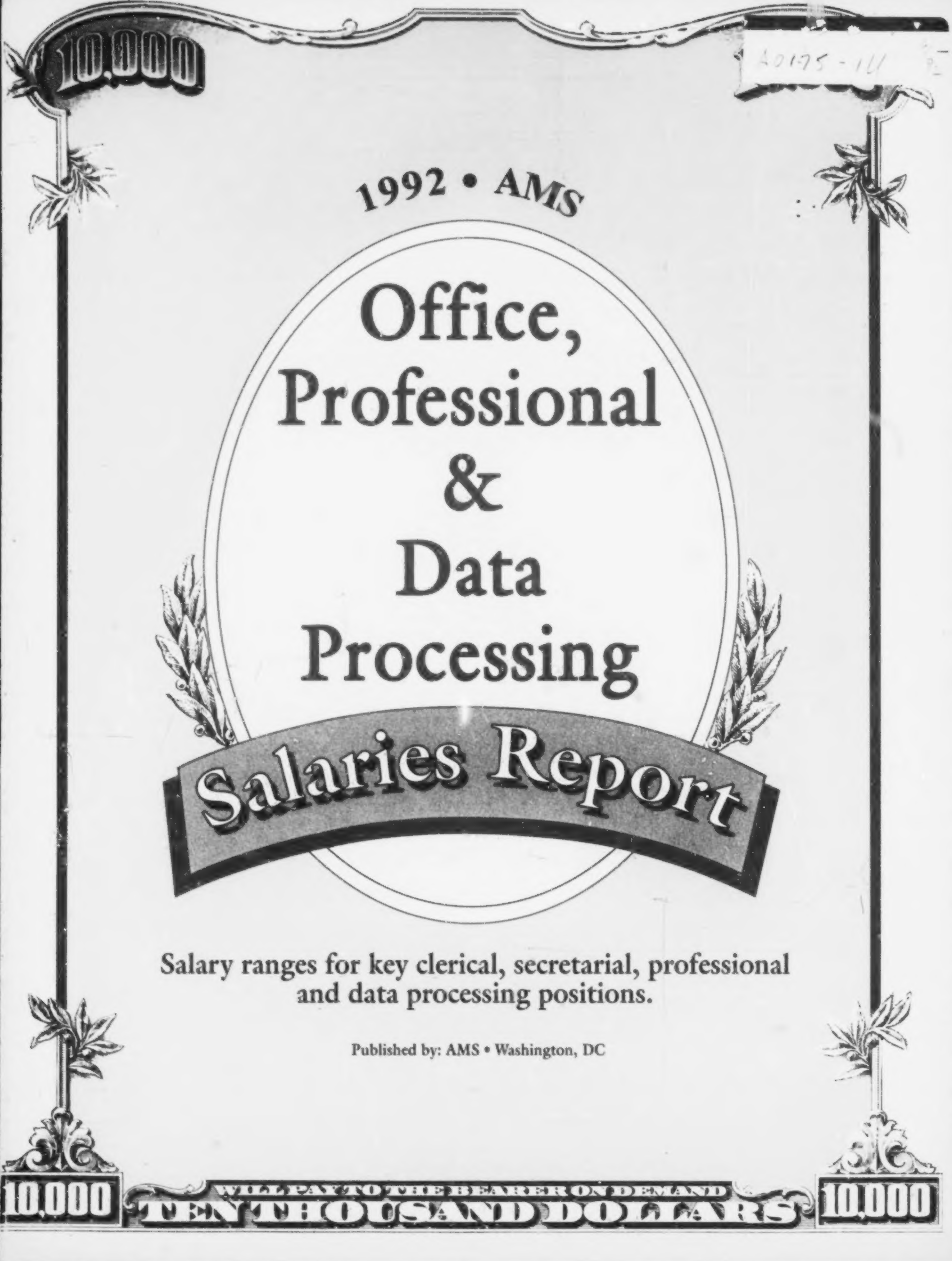
10,000
10,000
WILL PAY TO THE BEARER ON DEMAND
TEN THOUSAND DOLLARS
10,000

1992 • AMS

Office, Professional & Data Processing Salaries Report

Salary ranges for key clerical, secretarial, professional and data processing positions.

Published by: AMS • Washington, DC

1992
AMS OFFICE, PROFESSIONAL
&
DATA PROCESSING
SALARIES REPORT

Prepared For

ADMINISTRATIVE MANAGEMENT SOCIETY
1101 Fourteenth Street, N.W.
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INTRODUCTION

This is the 46th annual report on Office, Professional, and Data Processing Salaries published by the Administrative Management Society (AMS).

Survey results are based on a representative cross section of North American companies. The sample is diverse and covers many types of businesses, including small and large employers.

Nearly 750 companies supplied salary data that covered nearly 65,000 employees in benchmark jobs. It is estimated that the respondents, as a group, employ approximately 400,000 people.

All salary tables have a comprehensive set of statistical descriptions including mean, median, and quartiles for salaries weighted by the total number of employees, as well as the mean value of company average salaries.

This report includes tables that describe the characteristics of the companies that responded to the survey, including size, location, and type of business (Table A-1 thru A-3).

To better understand trends in salary levels, respondents were asked about actual and planned increases in salary budgets. The average increase for non-exempt employees at U.S. companies was 4.4% for 1992 over 1991 (Table A-4); the planned increase for 1993 was 4.6%. Exempt workers fared just a little bit better - an average increase in the U.S. of 4.5% was reported for 1992, with a 4.7% rise anticipated for 1993.

Nearly 700 companies indicated their average work week for 1992. The highest U.S. region was the South which averaged 39.9 hours. The lowest U.S. region was the Northeast at 38.6 hours, which was, none the less, higher than the Canadian average of 38.1 hours.

The salary data are broken out in separate tables for national composites - one for the U.S. and one for Canada -and for five U.S. regions. Six company sizes are profiled with separate tables, as are eight business types. Also, over 50 metropolitan areas are characterized with separate tables.

Appreciation is expressed to the following individuals for their assistance in gathering the data for the final results.

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Rob Schindewolf (AMS Lancaster Chapter)
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Jim Olar (AMS Mid-Missouri Chapter)
Carol Fitzgerald (AMS Minneapolis Chapter)
Larry Redden (AMS Kansas City, MO Chapter)
Hank Hardy (AMS Omaha Chapter)
Mary Heatherly (Pennsylvania Blue Shield)
Diane Whitehead (AMS Portland, OR Chapter)
Sam Beasley, Jr. (AMS Research Triangle Chapter)
Jo Ann King (AMS Reading Chapter)
Jewell Aiken-Smith (AMS Richmond Chapter)
R. K. Totten (AMS Roanoke Chapter)
Gerald R. Katz (AMS San Francisco Chapter)
Annette R. Pruitt (AMS Columbia, SC Chapter)
Cecil Hutcherson (AMS Spartanburg Chapter)
Marvin Evans (AMS Syracuse Chapter)
Jolanda Brink (AMS Toronto Chapter)
Tom Angleton (AMS Tulsa Chapter)
Bill Wiggin (AMS Westchester Chapter)
Dean Schraw (AMS Denver Chapter)
Thomas Fitzgerald (AMS Winston-Salem Chapter)

SURVEY METHODOLOGY

The 1992 AMS Office, Professional, and Data Processing Salaries Report summarizes annual salaries for 40 benchmark positions. The data cover various types and sizes of businesses throughout the United States and Canada, effective February 1, 1992.

Survey instruments were distributed to representatives at 62 AMS chapters and other metropolitan areas. During February 1992, each chapter distributed survey instruments and postage paid reply envelopes to representative samples of AMS member and nonmember companies. This distribution was supplemented by a direct mailing of instruments to all AMS members and to companies that had participated in previous years.

All survey instruments were mailed or faxed directly to Association Research, Inc. in Rockville, Maryland for data entry and statistical analysis.

Each respondent identified their company's primary type of business, the size of the business in terms of employment, as well as the metropolitan area. Also, respondents were asked for some general salary administration information regarding changes in the salary budget and average work week.

Forty job positions were included in the survey, and descriptions for each were included with the instrument. For each position, data were collected on the annual starting salary, the average annual salary, and the number of employees in the position, effective February 1, 1992.

HOW TO USE THE STATISTICAL TABLES

All of the tables containing salary data have the same format. The first five columns of each table describe the salary distribution based on the total number of employees covered. The last two columns, which are not weighted, show the average salary per company.

The statistics included in the salary tables are:

First Quartile	The first quartile, also known as the 25th percentile, is the salary that is higher than 25% of all salaries and lower than 75%. In other words, if all the salaries were arranged from lowest to highest, the first quartile splits the distribution into two pieces - the lower 25% and the upper 75%.
Employee Average	This is the mean salary weighted by the total number of employees reported. The mean value is the sum of all salaries divided by the number of salaries included.

Employee Median	The median is the salary that is in the middle of all values arranged from lowest to highest. Half of all values are less than the median; half of all values are higher than the median. The median is not biased by extreme values that would affect the mean. This is more important when salaries are based on a small number of observations in a table.
Third Quartile	The third quartile - 75th percentile - is the salary that is higher than 75% of all salaries, but lower than 25%. The range of values between the first and third quartile is often referred to as the "Mid 50% Range" since half of all the salaries for a given category lie between the values.
Number of Employees	The total number of employees reported by all companies.
Company Average	This is the mean salary of the position for all companies. This value is not weighted by the total number of employees. Therefore, a company with 20 employees in a position has the same weight as a company with only one employee.
Number of Companies	The total number of companies that reported an average salary for a particular position.

TABLE ORGANIZATION

The salary tables are arranged by key demographic breakouts to allow users of the report to compare their salaries with those of similar businesses. Tables are broken out by region, company size (number of employees), type of business, and metropolitan area.

U.S. AND CANADIAN DATA

Thirty-eight respondents were Canadian businesses whose data are only found in the Total Canada table (expressed in Canadian dollars) and in two Canadian metro areas - Edmonton and Metropolitan Toronto. All other salary tables include only U.S. companies.

REGIONS

All respondents were organized into five U.S. regions and Canada. A map of the U.S. regions is found in Appendix B. The regions conform to standard U.S. census definitions except that the North Central region is divided into two census districts:

- Northeast (ME, VT, NH, MA, RI, CT, NY, NJ, PA)
- South (MD, DC, DE, VA, WV, KY, TN, NC, SC, GA, FL, AL, MS, LA, AR, OK, TX)
- Eastern North Central (OH, IN, IL, MI, WI)
- Western North Central (MN, IA, MO, ND, SD, NE, KS)
- West (CA, OR, WA, ID, MT, WY, CO, UT, NV, AZ, NM, AK, HI)
- Canada (all provinces)

These regional definitions are very similar to those used in previous AMS surveys. One difference is the policy of including Delaware, Maryland, and the District of Columbia in the South region to conform with the U. S. Bureau of the Census. The other difference is the labels given to the Midwest regions; "East North Central" was referred to in earlier surveys as "Great Lakes" and "West North Central" was referred to as "Midwest."

The greatest number of respondents was in the Northeast (27.0%), closely followed by West North Central (25.4%). Nineteen percent of the participants were from the East North Central, with 14.1% from the South and 10.1% from the West. The 38 Canadian companies represent 4.4% of all participants.

COMPANY SIZE

All U.S. respondents were grouped by the number of employees at the reporting location. To get a more even distribution of salaries by company size, the 1 - 100 employee category used in earlier surveys was divided into two: 1 - 50 and 51 - 100. Nearly one-fifth (20.4%) of the companies were in the smallest category (1-50 employees). The next largest group (21.5%) was made up of companies with 101-250 employees. The largest companies, more than 1,000 employees, represent 16.6% of the total sample.

TYPE OF BUSINESS

Respondents are organized by business type in Table A-1. As in previous AMS salary surveys, similar types of businesses are grouped together (Tables A-21 - A-28). This allows for a salary comparison of the 40 key positions showing the number of employees and the number of companies responding. Over one-third of all participants were from manufacturing (20.6%) or insurance (13.4%) concerns. The combination of business (9.3%) and health care (3.6%) services accounted for a substantial response as well.

METROPOLITAN AREAS

The respondents have also been divided into metropolitan areas (see Table A-3). Typically, the metropolitan areas correspond to participating AMS chapters. In some larger metropolitan areas or when participating chapters are geographically linked, a metropolitan area may consist of more than one chapter. The Chicago AMS chapter had the largest number of respondents (39). Pennsylvania had the most participants of any state (96).

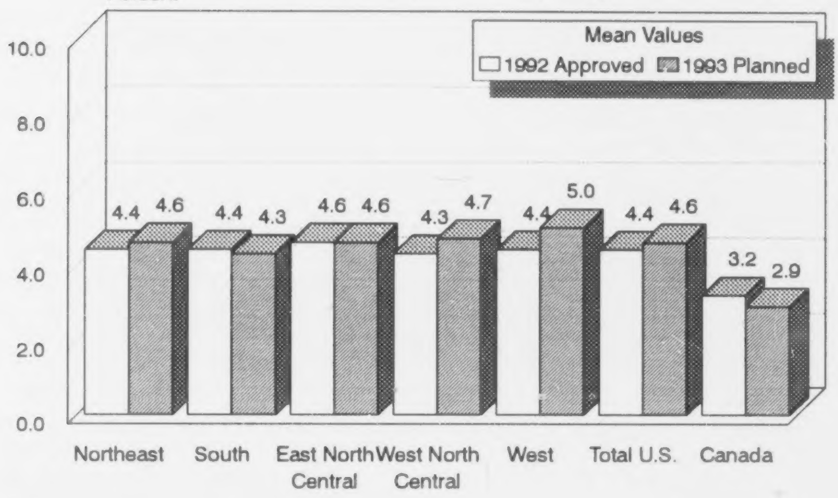
USING DATA IN THE TABLES

In some tables, especially the metro areas, salaries for any given position are based on a small number of respondents. There is no way to ensure that salaries based on reports from two to four companies are representative or reliable.

Salaries based on only one company's data have been blanked out in each table to avoid disclosure. This criterion was used even if there were three or more employees covered. Also, quartiles for fewer than three values have been blanked out of the tables since the values are not meaningful.

SALARY BUDGET INCREASES

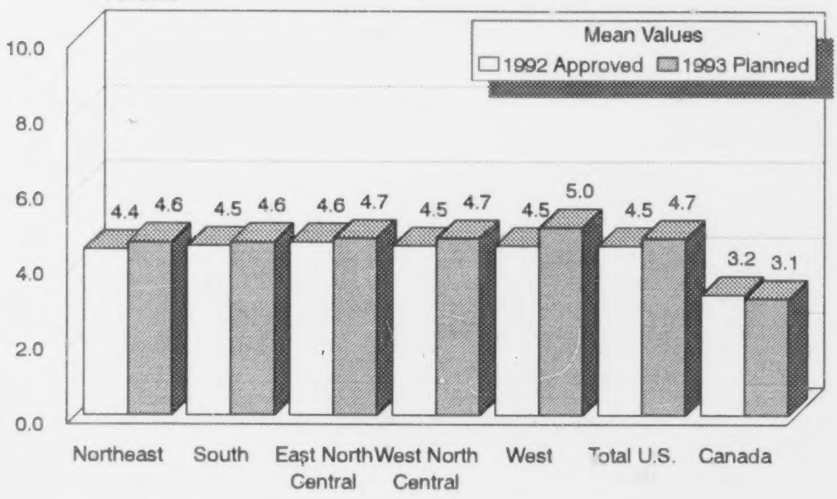
Non-Exempt Employees



Source: AMS 1992 Salary Survey

SALARY BUDGET INCREASES

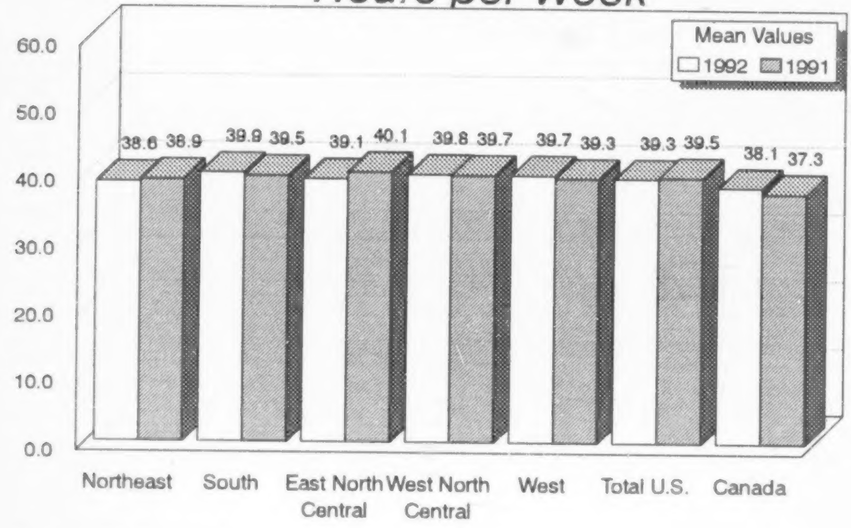
Exempt Salaried Employees



Source: AMS 1992 Salary Survey

AVERAGE WORK WEEK

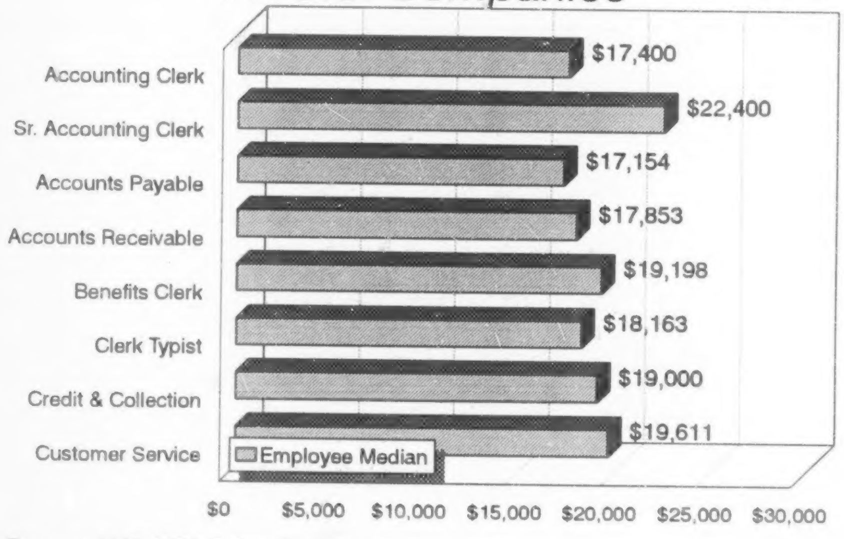
Hours per Week



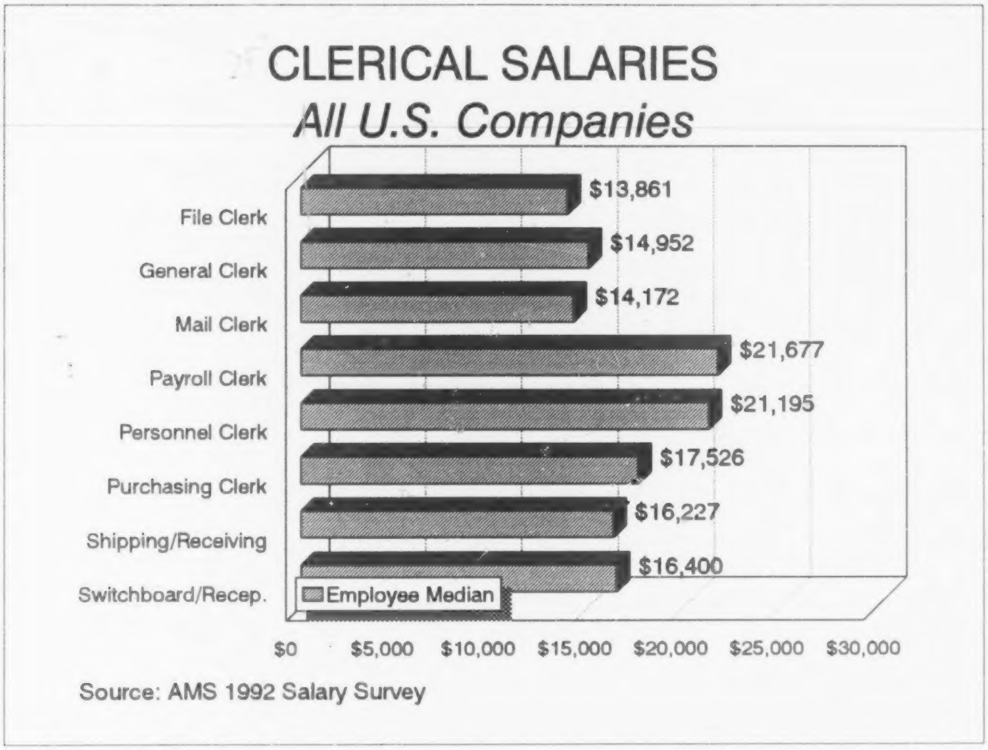
Source: AMS 1992 Salary Survey

CLERICAL SALARIES

All U.S. Companies



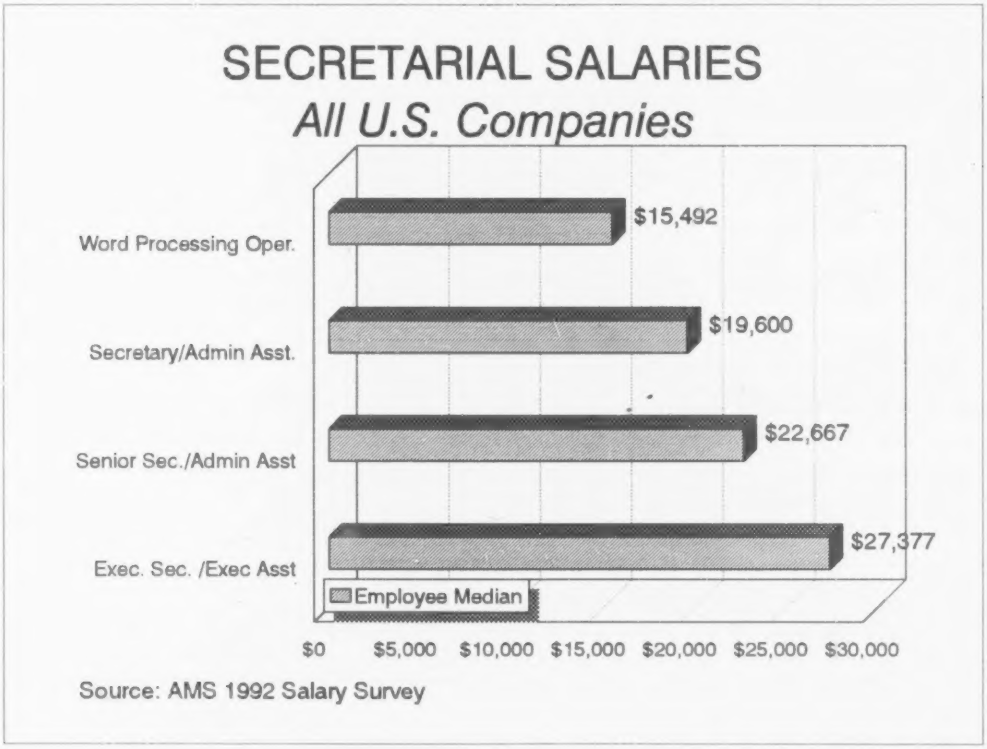
Source: AMS 1992 Salary Survey



CLERICAL SALARIES

All U.S. Companies

Source: AMS 1992 Salary Survey

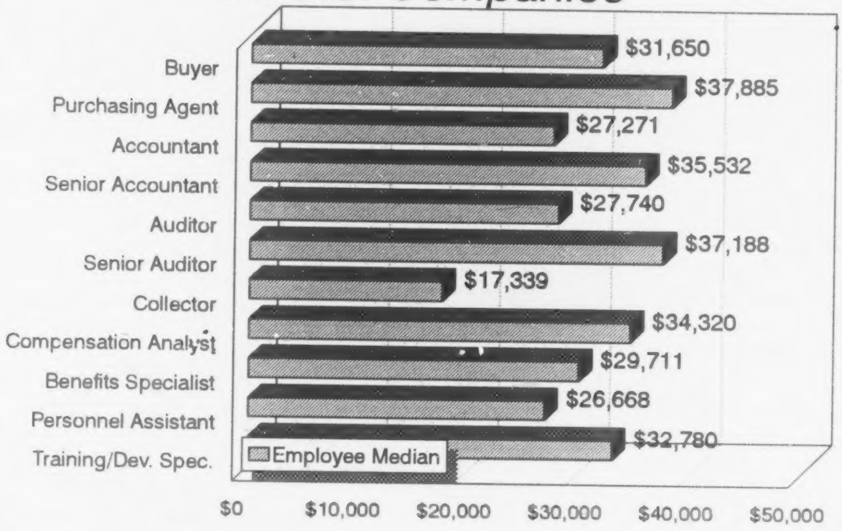


SECRETARIAL SALARIES

All U.S. Companies

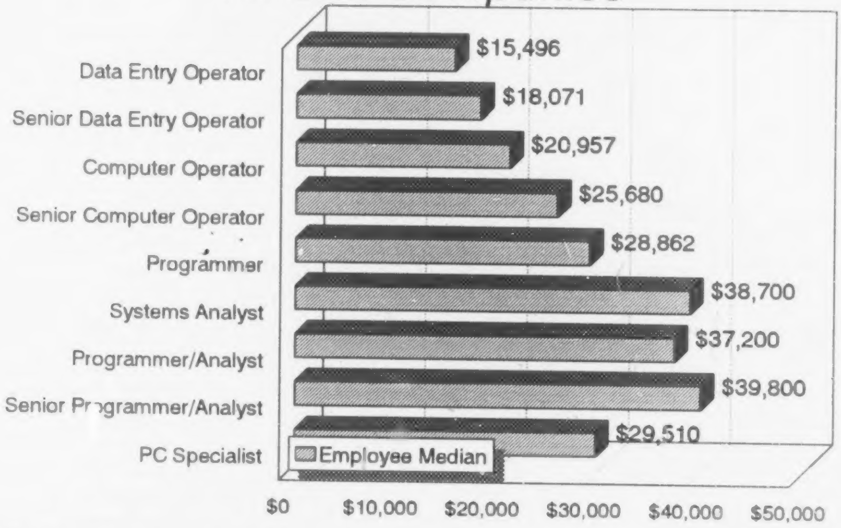
Source: AMS 1992 Salary Survey

PROFESSIONAL SALARIES
All U.S. Companies



Source: AMS 1992 Salary Survey

DATA PROCESSING SALARIES
All U.S. Companies



Source: AMS 1992 Salary Survey

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APPENDIX A

TABLE : A-1

ALL COMPANIES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	TOTAL	
	Number of Companies	Percent
BUSINESS TYPE		
Manufacturing	153	20.6%
Construction	12	1.6%
Banking	30	4.0%
Finance	25	3.4%
Insurance	99	13.4%
Business Service	69	9.3%
Healthcare Service	27	3.6%
Retail	27	3.6%
Wholesale/Distribution	32	4.3%
Utilities	17	2.3%
Transportation	13	1.8%
Communications	17	2.3%
Education	21	2.8%
Government	16	2.2%
Associations/Non Profit	50	6.7%
Other	133	17.9%
TOTAL	741	100.0%

ALL COMPANIES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	TOTAL	
	Number of Companies	Percent
NUMBER OF EMPLOYEES		
1 - 50	150	20.4%
51 - 100	95	12.9%
101 - 250	158	21.5%
251 - 500	121	16.5%
501 - 1000	88	12.0%
More than 1000	122	16.6%
TOTAL	734	100.0%

TABLE : A-2

ALL COMPANIES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	TOTAL	
	Number of Companies	Percent
STATE		
Alabama	1	.1%
Arkansas	1	.1%
California	37	4.9%
Colorado	6	.8%
Connecticut	6	.8%
Delaware	7	.9%
Dist of Columbia	1	.1%
Florida	10	1.3%
Georgia	7	.9%
Idaho	1	.1%
Illinois	50	6.7%
Indiana	28	3.7%
Iowa	36	4.8%
Kansas	14	1.9%
Kentucky	6	.8%
Maine	6	.8%
Maryland	2	.3%
Massachusetts	7	.9%
Michigan	8	1.1%
Minnesota	35	4.7%
Missouri	56	7.5%
Nebraska	20	2.7%
New Jersey	15	2.0%
New York	75	10.0%
North Carolina	26	3.5%
North Dakota	5	.7%
Ohio	39	5.2%
Oklahoma	8	1.1%
Oregon	15	2.0%
Pennsylvania	96	12.8%
Rhode Island	5	.7%
South Carolina	7	.9%
Tennessee	7	.9%
Texas	11	1.5%
Vermont	1	.1%
Virginia	24	3.2%
Washington	9	1.2%
Wisconsin	25	3.3%
Canada	38	5.1%
TOTAL	751	100.0%

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	TOTAL	
	Number of Companies	Percent
REGION		
Northeast	211	28.1%
South	118	15.7%
East North Central	150	20.0%
West North Central	166	22.1%
West	68	9.1%
Canada	38	5.1%
TOTAL	751	100.0%

TABLE : A-3

ALL COMPANIES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	TOTAL	
	Number of Companies	Percent
METROPOLITAN AREAS		
Akron, OH	4	.5%
Atlanta - Northwest Georgia	5	.7%
Battle Creek / Kalamazoo, MI	4	.5%
Boston, MA	5	.7%
Buffalo, NY	31	4.1%
Charlotte, NC	6	.8%
Chicago, IL	39	5.2%
Cincinnati, OH	18	2.4%
Cleveland, OH	7	.9%
Columbus, OH	5	.7%
Dayton, OH	5	.7%
Delaware	8	1.1%
Denver, CO	4	.5%
Des Moines, IA	30	4.0%
Detroit, MI	4	.5%
Fargo, ND / Moorhead, MN	7	.9%
Fort Wayne, IN	17	2.3%
Greensboro, NC	4	.5%
Hampton Roads, VA	7	.9%
Harrisburg, PA	37	4.9%
Houston, TX Metropolitan Area	7	.9%
Indianapolis, IN	8	1.1%
Kansas City, MO & KS	20	2.7%
Knoxville, TN	6	.8%
Lancaster, PA	6	.8%
Greater Los Angeles Metropolitan Area	20	2.7%
Madison, WI	18	2.4%
Metro New Jersey	6	.8%
Mid-Missouri	9	1.2%
Milwaukee, WI	6	.8%
Minneapolis, MN	32	4.3%
Greater Omaha, NE	18	2.4%
Orlando, FL	6	.8%
Philadelphia, PA Metropolitan Area	22	2.9%
Pittsburgh, PA	10	1.3%
Portland, ME	7	.9%
Portland, OR	13	1.7%
Providence, RI	4	.5%
Quad Cities IL & IA	10	1.3%
Reading, PA	17	2.3%
Research Triangle, NC	9	1.2%
Richmond, VA	8	1.1%
San Francisco, CA	16	2.1%
Seattle, WA	9	1.2%
South Carolina	6	.8%
St. Louis, MO	35	4.7%
Syracuse, NY	17	2.3%
Trenton, NJ	6	.8%
Tulsa, OK	9	1.2%
Washington, DC	5	.7%
Westchester, NY	24	3.2%
Wichita, KS	7	.9%
Winston-Salem, NC	7	.9%
Metropolitan Toronto-Grand Valley-South/Central Ontario	36	4.8%
Other	65	8.7%
TOTAL	751	100.0%

TABLE : A-4

ALL COMPANIES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	APPROVED 1992 SALARY BUDGET INCREASE FOR NON-EXEMPT (HOURLY)													
	U.S. TOTAL		REGION											
	Mean	Count	Northeast		South		East North Central		West North Central		West		Canada	
			Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count
BUSINESS TYPE														
Manufacturing	4.2%	138	4.4%	50	3.6%	14	4.0%	41	4.3%	27	5.1%	6	2.8%	15
Construction	4.4%	11	6.0%	3	4.1%	5	4.7%	2		1				1
Banking	4.7%	30	4.1%	8	5.2%	7	4.8%	5	4.9%	9		1		
Finance	4.9%	25	4.5%	8		1	4.9%	3	5.1%	10	5.3%	3		
Insurance	5.0%	98	4.9%	27	5.1%	15	5.3%	23	4.9%	27	4.9%	6		1
Business Service	4.0%	65	4.2%	19	4.0%	19	5.0%	7	3.7%	11	3.3%	9	4.1%	4
Healthcare Service	4.8%	27	4.1%	7	5.4%	5	5.5%	6	4.[illegible]	6	4.4%	3		
Retail	4.6%	25	4.5%	4	4.0%	2	3.9%	8	5.6%	8	4.3%	3	1.5%	2
Wholesale / Distribution	4.0%	25	4.4%	6	4.8%	6	4.0%	3	3.8%	6	2.5%	4	3.0%	7
Utilities	4.2%	17	4.0%	5	5.0%	3	3.5%	4	4.2%	5				
Transportation	4.1%	13		1	5.3%	4	4.0%	2	2.3%	3	5.0%	3		
Communications	3.5%	16	2.9%	5	3.4%	7		1	3.7%	3				1
Education	3.9%	21	4.0%	5	3.0%	4			3.7%	10	6.0%	2		
Government	2.4%	16	2.9%	5		1	4.1%	2	.8%	6	4.0%	2		
Associations /Non Profit	4.7%	49	4.5%	20	4.9%	3	5.1%	13	4.7%	6	4.7%	7		1
Other	4.5%	129	4.4%	32	4.3%	21	4.8%	29	4.3%	28	4.6%	19	4.5%	4
TOTAL	4.4%	705	4.4%	205	4.4%	117	4.6%	149	4.3%	166	4.5%	68	3.1%	36
NUMBER OF EMPLOYEES														
1 - 50	4.6%	133	4.4%	41	4.6%	26	4.8%	21	5.0%	25	4.1%	20	2.3%	17
51 - 100	4.5%	90	5.0%	29	4.0%	18	5.1%	16	4.1%	18	3.6%	9	2.9%	5
101 - 250	4.4%	150	4.3%	46	4.5%	22	4.3%	33	4.4%	39	4.8%	10	4.2%	8
251 - 500	4.3%	118	4.2%	38	4.4%	20	4.2%	25	4.2%	22	5.2%	13	5.0%	3
501 - 1000	4.4%	86	4.4%	21	4.1%	17	4.8%	17	4.3%	24	4.9%	7	2.0%	2
More than 1000	4.2%	121	4.0%	29	4.5%	14	4.7%	34	3.9%	36	4.5%	8		1
TOTAL	4.4%	698	4.4%	204	4.4%	117	4.6%	146	4.3%	164	4.4%	67	3.2%	36

TABLE : A-5

ALL COMPANIES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	PLANNED 1993 SALARY BUDGET INCREASE FOR NON-EXEMPT (HOURLY)													
	U.S. TOTAL		REGION											
	Mean	Count	Northeast		South		East North Central		West North Central		West		Canada	
			Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count
BUSINESS TYPE														
Manufacturing	4.3%	138	4.2%	50	4.0%	14	4.5%	41	4.4%	27	4.5%	6	2.7%	15
Construction	4.6%	11		3	4.3%	5	5.0%	2		1				1
Banking	4.8%	30	4.5%	8	5.0%	7	5.0%	5	4.9%	9		1		
Finance	6.3%	25	4.4%	8		1	4.5%	3	5.3%	10	14.5%	3		
Insurance	5.0%	98	5.0%	27	5.3%	15	5.1%	23	5.0%	27	4.6%	6		1
Business Service	4.4%	65	4.5%	19	3.6%	19	5.1%	7	4.8%	11	4.3%	9	3.0%	4
Healthcare Service	5.0%	27	5.0%	7	5.3%	5	4.7%	6	5.0%	6	5.0%	3		
Retail	4.7%	25	4.5%	4	3.0%	2	4.5%	8	5.6%	8	3.5%	3	5.0%	2
Wholesale / Distribution	3.4%	25	4.3%	6	3.4%	6	5.0%	3	3.1%	6	2.0%	4	2.5%	7
Utilities	4.3%	17	4.3%	5	5.0%	3		4	4.0%	5				
Transportation	5.0%	13		1		4		2		3		3		
Communications	3.7%	16	2.3%	5	4.0%	7		1	4.8%	3				1
Education	4.8%	21	5.3%	5	4.0%	4			3.0%	10	6.0%	2		
Government	3.2%	16	3.4%	5		1	4.3%	2		6	4.0%	2		
Associations /Non Profit	4.9%	49	5.1%	20	3.9%	3	5.1%	13	4.7%	6	5.0%	7		1
Other	4.4%	129	4.6%	32	3.9%	21	4.1%	29	4.8%	28	4.3%	19		4
TOTAL	4.6%	705	4.5%	205	4.3%	117	4.6%	149	4.7%	166	5.0%	68	2.9%	36
NUMBER OF EMPLOYEES														
1 - 50	4.8%	133	4.6%	41	4.4%	26	4.8%	21	4.9%	25	5.6%	20	2.4%	17
51 - 100	4.5%	90	4.9%	29	3.3%	18	5.0%	16	4.3%	18	4.9%	9	3.0%	5
101 - 250	4.5%	150	4.2%	46	4.4%	22	4.7%	33	4.8%	39	4.8%	10	5.0%	8
251 - 500	4.6%	118	5.0%	38	4.5%	20	4.3%	25	4.5%	22	5.1%	13	4.6%	3
501 - 1000	4.6%	86	4.8%	21	4.2%	17	5.1%	17	4.7%	24	4.5%	7	2.0%	2
More than 1000	4.3%	121	4.1%	29	4.5%	14	4.4%	34	4.5%	36	4.1%	8		1
TOTAL	4.6%	698	4.6%	204	4.3%	117	4.6%	146	4.7%	164	5.0%	67	2.9%	36

ALL COMPANIES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	APPROVED 1992 SALARY BUDGET INCREASE FOR EXEMPT (SALARIED)													
	U.S. TOTAL		REGION											
	Mean	Count	Northeast		South		East North Central		West North Central		West		Canada	
			Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count
BUSINESS TYPE														
Manufacturing	4.3%	138	4.5%	50	3.7%	14	4.2%	41	4.5%	27	5.1%	6	2.6%	15
Construction	3.9%	11	5.3%	3	3.9%	5	4.7%	2		1				1
Banking	4.8%	30	4.1%	8	5.4%	7	5.2%	5	4.9%	9		1		
Finance	4.9%	25	5.1%	8		1	3.6%	3	5.1%	10	4.5%	3		
Insurance	4.9%	98	4.8%	27	4.8%	15	5.2%	23	4.9%	27	4.7%	6		1
Business Service	4.5%	65	4.4%	19	4.5%	19	5.1%	7	4.3%	11	4.5%	9	4.2%	4
Healthcare Service	4.9%	27	4.2%	7	5.4%	5	5.6%	6	5.0%	6	4.4%	3		
Retail	4.7%	25	5.0%	4	4.0%	2	3.8%	8	5.7%	8	4.5%	3	1.5%	2
Wholesale / Distribution	3.8%	25	4.9%	6	3.9%	6	4.0%	3	3.8%	6	2.0%	4	2.2%	7
Utilities	4.5%	17	4.5%	5	5.0%	3	4.6%	4	4.2%	5				
Transportation	4.0%	13		1	4.9%	4	4.0%	2	2.3%	3	5.0%	3		
Communications	3.7%	16	3.3%	5	3.9%	7		1	3.7%	3				1
Education	4.0%	21	3.8%	5	3.7%	4			3.7%	10	5.5%	2		
Government	2.6%	16	3.2%	5		1	4.2%	2	.8%	6	4.0%	2		
Associations /Non Profit	4.7%	49	4.5%	20	5.0%	3	5.1%	13	4.7%	6	4.7%	7		1
Other	4.6%	129	4.5%	32	5.0%	21	4.4%	29	4.7%	28	4.5%	19	3.8%	4
TOTAL	4.5%	705	4.5%	205	4.5%	117	4.6%	149	4.5%	166	4.5%	68	3.0%	36
NUMBER OF EMPLOYEES														
1 - 50	4.6%	133	4.4%	41	4.8%	26	4.5%	21	5.3%	25	3.7%	20	2.7%	17
51 - 100	4.7%	90	5.2%	29	4.3%	18	5.0%	16	4.4%	18	3.6%	9	3.4%	5
101 - 250	4.5%	150	4.2%	46	4.9%	22	4.5%	33	4.4%	39	5.4%	10	4.1%	8
251 - 500	4.4%	118	4.3%	38	4.4%	20	4.2%	25	4.4%	22	5.6%	13	3.3%	3
501 - 1000	4.5%	86	4.5%	21	4.0%	17	4.9%	17	4.5%	24	4.9%	7	2.0%	2
More than 1000	4.3%	121	4.2%	29	4.5%	14	4.7%	34	4.0%	36	4.6%	8		1
TOTAL	4.5%	698	4.4%	204	4.5%	117	4.6%	146	4.5%	164	4.5%	67	3.2%	36

TABLE : A-7

ALL COMPANIES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	PLANNED 1993 SALARY BUDGET INCREASE FOR EXEMPT (SALARIED)													
	U.S. TOTAL		REGION											
	Mean	Count	Northeast		South		East North Central		West North Central		West		Canada	
			Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count
BUSINESS TYPE														
Manufacturing	4.5%	138	4.3%	50	4.2%	14	4.7%	41	4.6%	27	4.5%	6	3.4%	15
Construction	4.6%	11		3	4.3%	5	5.0%	2		1				1
Banking	4.8%	30	4.5%	8	5.1%	7	5.0%	5	4.9%	9		1		
Finance	6.5%	25	5.0%	8		1	3.5%	3	5.3%	10	14.5%	3		
Insurance	5.0%	98	5.0%	27	5.2%	15	5.1%	23	5.1%	27	4.6%	6		1
Business Service	4.9%	65	4.6%	19	4.8%	19	5.4%	7	5.1%	11	4.5%	9	2.5%	4
Healthcare Service	5.2%	27	5.3%	7	5.3%	5	5.0%	6	5.0%	6	5.0%	3		
Retail	4.2%	25	5.0%	4	3.0%	2	4.1%	8	4.5%	8	4.0%	3	5.0%	2
Wholesale / Distribution	3.6%	25	4.8%	6	3.4%	6	5.0%	3	3.8%	6	2.0%	4	1.9%	7
Utilities	4.4%	17	4.8%	5	5.0%	3		4	4.0%	5				
Transportation	5.0%	13	5.0%	1		4		2		3		3		
Communications	3.9%	16	3.2%	5	4.0%	7		1	5.0%	3				1
Education	4.8%	21	5.3%	5	4.0%	4			3.0%	10	6.0%	2		
Government	3.3%	16	3.7%	5		1	5.0%	2		6	4.0%	2		
Associations /Non Profit	4.9%	49	5.0%	20	4.0%	3	5.2%	13	4.7%	6	5.0%	7		1
Other	4.6%	129	4.7%	32	5.0%	21	3.8%	29	5.0%	28	4.1%	19	4.0%	4
TOTAL	4.7%	705	4.6%	205	4.6%	117	4.7%	149	4.7%	166	5.0%	68	3.0%	36
NUMBER OF EMPLOYEES														
1 - 50	4.9%	133	4.6%	41	5.1%	26	4.9%	21	4.8%	25	5.5%	20	2.7%	17
51 - 100	4.8%	90	5.0%	29	4.6%	18	5.0%	16	4.7%	18	4.9%	9	3.3%	5
101 - 250	4.7%	150	4.3%	46	4.7%	22	4.9%	33	4.9%	39	4.8%	10		8
251 - 500	4.6%	118	5.0%	38	4.6%	20	4.2%	25	4.5%	22	5.3%	13	3.0%	3
501 - 1000	4.7%	86	4.8%	21	4.3%	17	5.0%	17	4.7%	24	4.5%	7	5.0%	2
More than 1000	4.4%	121	4.4%	29	4.3%	14	4.2%	34	4.5%	36	4.3%	8		1
TOTAL	4.7%	698	4.6%	204	4.6%	117	4.7%	146	4.7%	164	5.0%	67	3.1%	36

TABLE : A-8

ALL COMPANIES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	AVERAGE WORKWEEK													
	U.S. TOTAL		REGION											
	Mean	Count	Northeast		South		East North Central		West North Central		West		Canada	
			Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count	Mean	Count
BUSINESS TYPE														
Manufacturing	39.9	138	39.7	50	39.8	14	39.8	41	40.6	27	39.6	6	39.0	15
Construction	39.9	11	39.6	3	40.0	5	40.0	2	40.0	1			35.0	1
Banking	39.5	30	38.9	8	39.8	7	39.2	5	39.9	9	38.7	1		
Finance	39.3	25	38.1	8	45.0	1	39.6	3	39.6	10	39.6	3		
Insurance	38.2	98	37.3	27	38.5	15	38.1	23	38.7	27	38.8	6	35.0	1
Business Service	40.0	65	39.8	19	40.4	19	39.6	7	39.9	11	40.0	9	38.1	4
Healthcare Service	39.4	27	38.9	7	39.5	5	40.0	6	39.3	6	39.2	3		
Retail	40.2	25	40.0	4	40.0	2	39.4	8	41.2	8	40.0	3	37.5	2
Wholesale / Distribution	39.7	25	37.9	6	40.0	6	40.0	3	40.8	6	40.2	4	37.9	7
Utilities	40.0	17	40.0	5	40.0	3	40.0	4	40.0	5				
Transportation	39.8	13	40.0	1	40.0	4	40.0	2	40.0	3	39.2	3		
Communications	39.6	16	39.1	5	40.0	7	38.7	1	40.0	3			38.6	1
Education	38.8	21	36.7	5	39.2	4	.		39.5	10	40.0	2		
Government	39.0	16	37.4	5	40.0	1	40.0	2	40.0	6	38.7	2		
Associations /Non Profit	37.8	49	36.5	20	40.0	3	38.2	13	38.7	6	38.6	7	35.0	1
Other	39.3	129	38.6	32	40.1	21	38.5	29	39.6	28	40.6	19	36.9	4
TOTAL	39.3	7C5	38.6	205	39.9	117	39.1	149	39.8	166	39.7	68	38.0	36
NUMBER OF EMPLOYEES														
1 - 50	39.5	133	38.3	41	41.1	26	38.6	21	40.0	25	40.4	20	37.8	17
51 - 100	39.2	90	38.7	29	39.1	18	38.8	16	40.6	18	38.9	9	39.5	5
101 - 250	39.3	150	38.6	46	39.7	22	39.6	33	39.7	39	39.4	10	37.8	8
251 - 500	39.1	118	38.5	38	39.5	20	39.0	25	39.7	22	39.7	13	37.5	3
501 - 1000	39.3	86	39.4	21	39.7	17	38.7	17	39.5	24	39.3	7	38.1	2
More than 1000	39.4	121	38.7	29	39.8	14	39.5	34	39.7	36	39.7	8	40.0	1
TOTAL	39.3	698	38.6	204	39.9	117	39.1	146	39.8	164	39.7	67	38.1	36

TABLE : A-9

TOTAL UNITED STATES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,080	18,015	17,400	20,114	1,980	17,887	407
2 Senior Accounting Clerk	18,779	21,774	22,400	24,548	1,648	21,532	340
3 Accounts Payable Clerk	16,056	17,739	17,154	19,000	1,258	18,727	337
4 Accounts Receivable Clerk	16,040	18,065	17,853	19,900	874	18,815	232
5 Benefits Clerk	18,407	20,451	19,198	22,950	310	20,773	150
6 Clerk Typist	15,000	17,783	18,163	18,163	2,664	16,364	203
7 Credit and Collection Clerk	16,390	19,760	19,000	22,724	880	19,518	157
8 Customer Service Representative	17,280	19,921	19,611	21,985	5,603	20,060	333
9 File Clerk	12,294	13,955	13,861	14,906	2,096	14,421	223
10 General Clerk	13,620	15,847	14,952	18,407	4,445	16,104	273
11 Mail Clerk	13,134	15,552	14,172	16,852	1,525	15,589	358
12 Payroll Clerk	17,700	20,549	21,677	21,902	989	21,060	340
13 Personnel Clerk	17,839	21,151	21,195	23,650	401	20,162	196
14 Purchasing Clerk	15,080	18,515	17,526	20,918	518	19,276	220
15 Shipping/Receiving Clerk	14,196	16,996	16,227	19,700	943	18,013	250
16 Switchboard Operator/Receptionist	14,685	16,941	16,400	18,880	1,335	17,258	564
SECRETARIAL POSITIONS							
17 Word Processing Operator	14,868	17,082	15,492	18,163	2,582	18,715	296
18 Secretary/Administrative Assistant	17,729	20,037	19,600	22,256	5,925	19,943	493
19 Senior Secretary/Administrative Assistant	20,085	22,872	22,667	25,265	5,608	23,061	431
20 Executive Secretary/Executive Assistant	24,309	26,873	27,377	28,809	2,728	27,723	479
PROFESSIONAL POSITIONS							
21 Buyer	26,500	33,109	31,650	37,400	544	29,435	204
22 Purchasing Agent	28,859	36,604	37,885	43,700	351	35,464	177
23 Accountant	24,950	27,840	27,271	30,000	1,211	28,060	366
24 Senior Accountant	32,485	35,849	35,532	39,021	772	35,054	243
25 Auditor	26,242	28,678	27,740	30,691	646	30,896	142
26 Senior Auditor	32,8[illegible]8	37,613	37,188	42,240	457	37,858	129
27 Collector	15,774	19,069	17,339	21,235	609	22,862	85
28 Compensation Analyst	28,300	33,071	34,320	36,805	185	32,832	121
29 Benefits Specialist	24,915	30,550	29,711	35,500	233	31,136	170
30 Personnel Assistant	23,045	26,647	26,668	29,857	452	26,513	224
31 Training and Development Specialist	27,891	33,844	32,780	38,600	287	35,222	154
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,032	16,329	15,496	18,200	2,386	16,823	303
33 Senior Data Entry Operator	16,660	19,014	18,071	20,226	739	20,480	166
34 Computer Operator	19,147	21,473	20,957	23,612	1,033	21,073	340
35 Senior Computer Operator	22,880	25,104	25,680	26,097	756	25,059	239
36 Programmer	26,419	29,626	28,862	32,084	1,099	28,878	234
37 Systems Analyst	34,282	38,565	38,700	41,740	841	38,586	195
38 Programmer/Analyst	32,352	37,566	37,200	44,430	3,251	34,126	298
39 Senior Programmer/Analyst	35,479	40,162	39,800	43,519	1,898	40,759	264
40 PC Specialist	25,900	30,645	29,510	34,320	405	30,847	234

TABLE : A-10

CANADA

(Canadian Dollars)

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	20,405	21,950	21,201	23,000	31	21,710	18
2 Senior Accounting Clerk	23,000	24,797	23,400	27,873	17	24,459	12
3 Accounts Payable Clerk	19,804	21,737	21,426	23,420	16	21,405	18
4 Accounts Receivable Clerk	21,676	22,409	22,000	23,000	25	22,401	18
5 Benefits Clerk	21,424	23,148	21,424	23,000	5	23,148	5
6 Clerk Typist	22,621	25,602	27,742	28,584	4	22,917	4
7 Credit and Collection Clerk	20,400	22,592	22,206	24,288	24	23,430	11
8 Customer Service Representative	23,452	23,407	23,452	23,452	131	23,688	18
9 File Clerk	16,992	17,656	17,501	18,525	10	17,912	5
10 General Clerk	20,616	20,428	20,616	20,616	33	20,013	8
11 Mail Clerk	17,500	18,471	18,767	19,616	8	18,362	7
12 Payroll Clerk	21,699	22,878	21,699	23,456	19	23,423	13
13 Personnel Clerk	21,424	23,210	21,424	23,900	5	23,210	5
14 Purchasing Clerk	23,629	26,119	26,832	30,000	7	25,750	8
16 Switchboard Operator/Receptionist	20,000	21,896	21,000	22,974	34	21,346	27
SECRETARIAL POSITIONS							
17 Word Processing Operator	21,434	23,275	24,640	25,320	12	21,626	8
18 Secretary/Administrative Assistant	21,898	25,039	24,400	29,000	62	23,374	26
19 Senior Secretary/Administrative Assistant	24,265	27,002	26,000	30,400	27	27,493	13
20 Executive Secretary/Executive Assistant	27,126	30,782	31,000	34,000	26	30,687	17
PROFESSIONAL POSITIONS							
21 Buyer	35,495	34,892	36,500	36,500	16	34,866	8
22 Purchasing Agent	35,742	44,364	35,742	51,200	9	53,581	5
23 Accountant	24,300	28,893	29,723	32,696	26	29,170	12
24 Senior Accountant	27,800	34,172	28,000	42,015	11	36,239	7
25 Auditor	31,000	32,941	31,000	31,200	9	35,367	4
26 Senior Auditor	37,000	36,640	37,000	37,000	5	36,400	3
27 Collector	29,250	31,118	30,210	35,000	6	31,118	6
29 Benefits Specialist	28,754	29,982	28,754	30,800	10	30,264	4
30 Personnel Assistant	25,116	29,498	28,000	31,500	11	29,831	9
31 Training and Development Specialist	27,607	27,607	27,607	27,607	3		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	19,231	21,718	20,519	24,200	25	21,549	11
33 Senior Data Entry Operator		21,950	21,950		2	21,950	2
34 Computer Operator	20,100	23,539	24,667	24,816	10	25,518	8
35 Senior Computer Operator	26,832	30,035	27,059	33,450	5	30,035	6
36 Programmer	32,890	33,295	34,000	34,000	25	31,932	9
37 Systems Analyst	35,499	41,199	45,200	45,200	7	38,099	5
38 Programmer/Analyst	38,143	37,788	38,200	40,000	10	36,922	6
39 Senior Programmer/Analyst	36,744	42,075	43,536	44,000	9	41,893	8
40 PC Specialist	30,000	32,859	32,903	34,787	10	32,859	10

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REGION
Northeast

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,788	18,819	19,595	21,034	455	18,278	117
2 Senior Accounting Clerk	19,499	23,289	24,500	26,545	403	21,586	100
3 Accounts Payable Clerk	17,087	18,660	18,407	19,500	322	18,888	107
4 Accounts Receivable Clerk	17,853	19,503	18,720	21,555	308	19,518	79
5 Benefits Clerk	18,407	20,366	18,407	22,000	125	21,093	52
6 Clerk Typist	18,163	17,802	18,163	18,163	1,481	16,475	79
7 Credit and Collection Clerk	16,000	20,126	19,422	24,918	151	19,894	43
8 Customer Service Representative	19,152	19,748	19,611	19,965	1,915	20,659	107
9 File Clerk	12,968	14,579	14,906	14,906	980	15,535	63
10 General Clerk	14,636	17,239	18,407	18,407	1,667	17,100	75
11 Mail Clerk	14,122	15,328	14,172	16,400	381	16,560	107
12 Payroll Clerk	21,677	21,835	21,677	21,677	378	21,664	101
13 Personnel Clerk	20,280	21,941	23,034	23,544	95	20,991	48
14 Purchasing Clerk	16,640	20,082	19,948	23,725	99	19,725	70
16 Switchboard Operator/Receptionist	15,600	18,145	18,636	20,242	372	17,626	165
SECRETARIAL POSITION							
17 Word Processing Operator	17,000	18,128	18,163	18,163	603	18,727	78
18 Secretary/Administrative Assistant	18,042	20,413	19,907	23,390	1,676	20,679	142
19 Senior Secretary/Administrative Assistant	21,443	24,170	24,465	26,374	1,628	23,430	125
20 Executive Secretary/Executive Assistant	25,887	27,959	27,712	28,924	742	27,714	150
PROFESSIONAL POSITIONS							
21 Buyer	28,500	34,034	32,633	38,625	193	31,133	73
22 Purchasing Agent	33,800	39,118	43,000	46,028	128	38,839	47
23 Accountant	25,500	28,950	29,187	32,656	418	28,399	122
24 Senior Accountant	33,000	36,511	38,204	39,924	307	35,372	78
25 Auditor	24,423	28,935	29,727	31,500	126	30,081	39
26 Senior Auditor	34,632	39,648	39,495	43,888	126	38,652	38
27 Collector	17,735	21,921	21,340	26,806	128	24,327	25
28 Compensation Analyst	30,000	33,899	36,805	36,805	60	31,969	30
29 Benefits Specialist	27,571	32,571	31,723	38,485	68	31,838	52
30 Personnel Assistant	25,785	27,678	26,668	29,798	172	27,124	69
31 Training and Development Specialist	27,000	33,053	31,817	38,154	75	34,924	41
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,885	17,225	16,966	18,765	690	17,371	94
33 Senior Data Entry Operator	18,000	19,939	19,400	20,507	235	21,551	54
34 Computer Operator	19,178	21,630	20,853	24,000	288	22,029	98
35 Senior Computer Operator	24,865	25,207	25,808	25,808	326	25,042	71
36 Programmer	27,400	30,501	30,639	33,436	285	29,315	67
37 Systems Analyst	35,100	39,480	38,190	45,771	221	38,811	60
38 Programmer/Analyst	32,416	39,011	42,256	47,604	1,153	34,885	89
39 Senior Programmer/Analyst	35,479	39,305	35,857	42,488	480	42,384	72
40 PC Specialist	26,665	32,694	29,611	36,800	135	32,561	75

REGION
South

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	16,321	17,744	17,420	19,506	253	17,858	57
2 Senior Accounting Clerk	21,094	22,789	23,550	25,293	199	22,006	49
3 Accounts Payable Clerk	16,390	19,334	19,400	21,078	100	19,494	43
4 Accounts Receivable Clerk	14,196	16,866	16,600	19,503	78	18,421	31
5 Benefits Clerk	19,710	21,817	21,800	25,740	36	21,017	19
6 Clerk Typist	13,853	15,780	15,210	15,961	88	15,905	23
7 Credit and Collection Clerk	14,227	17,476	15,756	21,000	154	17,937	26
8 Customer Service Representative	18,355	20,789	20,821	21,985	1,290	19,326	51
9 File Clerk	12,701	14,736	13,861	17,484	148	15,216	25
10 General Clerk	14,230	15,210	14,952	15,512	390	16,111	40
11 Mail Clerk	12,192	14,485	14,324	15,370	132	15,500	52
12 Payroll Clerk	16,330	19,162	18,772	22,090	77	19,717	48
13 Personnel Clerk	16,348	19,437	18,660	23,650	58	18,855	31
14 Purchasing Clerk	17,119	19,066	19,840	19,840	56	18,156	25
16 Switchboard Operator/Receptionist	14,605	16,036	15,080	17,302	197	16,742	89
SECRETARIAL POSITION							
17 Word Processing Operator	17,032	19,982	19,650	21,313	110	19,511	46
18 Secretary/Administrative Assistant	18,290	20,120	20,010	20,530	682	19,418	71
19 Senior Secretary/Administrative Assistant	20,958	22,874	21,812	24,400	661	22,576	66
20 Executive Secretary/Executive Assistant	24,757	26,868	24,978	27,700	393	27,282	78
PROFESSIONAL POSITIONS							
21 Buyer	29,905	37,428	39,000	46,690	84	27,420	24
22 Purchasing Agent	28,797	34,775	34,186	40,861	36	32,660	25
23 Accountant	23,324	27,660	27,722	30,441	120	27,241	47
24 Senior Accountant	31,583	36,062	36,266	38,986	85	35,269	37
25 Auditor	27,500	29,706	29,400	32,000	115	30,647	26
26 Senior Auditor	33,309	38,459	34,810	49,015	117	35,953	22
27 Collector	15,774	17,072	16,691	16,786	131	22,016	12
28 Compensation Analyst	30,000	34,310	32,072	37,926	18	33,967	17
29 Benefits Specialist	27,254	31,175	30,000	32,201	28	30,121	21
30 Personnel Assistant	18,000	22,767	22,797	26,334	51	24,523	34
31 Training and Development Specialist	29,346	35,350	32,450	41,564	40	36,247	24
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,851	15,702	14,945	15,895	313	16,639	46
33 Senior Data Entry Operator	17,222	18,534	17,620	19,489	75	19,749	22
34 Computer Operator	17,659	20,050	20,095	22,260	121	20,320	46
35 Senior Computer Operator	22,734	25,079	24,944	26,010	100	25,264	34
36 Programmer	27,447	31,533	34,116	35,061	126	29,430	28
37 Systems Analyst	39,849	41,360	41,880	45,811	117	37,172	29
38 Programmer/Analyst	38,818	41,501	44,430	44,430	769	34,066	43
39 Senior Programmer/Analyst	39,941	41,669	41,781	44,534	184	40,644	37
40 PC Specialist	25,336	31,620	30,018	36,000	49	31,578	31

REGION
East North Central

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,064	17,010	16,723	19,208	583	17,604	98
2 Senior Accounting Clerk	20,700	22,148	23,472	23,662	478	21,560	80
3 Accounts Payable Clerk	16,381	18,105	18,100	19,000	258	19,107	75
4 Accounts Receivable Clerk	14,220	17,840	18,050	18,900	139	18,668	45
5 Benefits Clerk	18,250	20,636	21,250	23,019	61	20,551	36
6 Clerk Typist	14,367	16,335	16,500	17,680	168	16,136	40
7 Credit and Collection Clerk	16,010	18,221	16,940	18,200	198	19,910	44
8 Customer Service Representative	15,371	18,220	18,364	20,966	1,153	20,021	77
9 File Clerk	12,272	13,624	13,528	14,315	398	14,108	56
10 General Clerk	13,357	15,295	13,500	17,479	1,254	15,646	60
11 Mail Clerk	13,166	14,014	13,365	14,518	416	14,689	83
12 Payroll Clerk	19,006	21,313	21,800	21,902	191	21,300	83
13 Personnel Clerk	17,350	20,810	20,904	22,869	95	20,096	44
14 Purchasing Clerk	17,500	21,025	19,700	23,207	117	19,910	57
16 Switchboard Operator/Receptionist	14,931	16,681	16,400	17,451	311	17,007	126
SECRETARIAL POSITION							
17 Word Processing Operator	17,500	19,347	18,979	21,728	399	18,686	68
18 Secretary/Administrative Assistant	19,192	20,597	20,460	22,256	1,431	19,575	114
19 Senior Secretary/Administrative Assistant	21,495	23,583	23,097	25,800	1,250	22,926	104
20 Executive Secretary/Executive Assistant	25,400	28,234	28,100	29,307	590	28,073	106
PROFESSIONAL POSITIONS							
21 Buyer	26,245	31,004	31,600	35,350	119	29,499	48
22 Purchasing Agent	32,964	37,345	37,885	43,700	82	36,730	43
23 Accountant	26,100	28,169	28,171	29,245	271	28,192	74
24 Senior Accountant	33,100	34,975	33,300	38,000	166	35,070	50
25 Auditor	26,242	28,183	26,242	29,952	227	32,127	29
26 Senior Auditor	36,923	37,829	37,280	38,600	93	39,009	24
27 Collector	15,203	18,659	16,266	21,127	114	20,377	13
28 Compensation Analyst	30,160	34,738	35,200	38,400	32	34,230	26
29 Benefits Specialist	25,348	30,864	28,600	33,600	45	31,137	35
30 Personnel Assistant	22,508	26,849	27,401	31,235	73	26,022	47
31 Training and Development Specialist	25,600	34,493	31,900	40,000	43	37,125	30
DATA PROCESSING POSITIONS							
32 Data Entry Operator	13,312	14,612	14,032	15,526	731	16,505	64
33 Senior Data Entry Operator	16,427	18,205	16,956	19,122	196	19,758	40
34 Computer Operator	19,147	21,555	21,325	22,854	275	21,151	83
35 Senior Computer Operator	22,915	24,915	24,423	27,438	134	25,000	53
36 Programmer	27,855	29,495	28,862	29,627	293	29,781	54
37 Systems Analyst	33,300	37,798	38,700	39,407	271	39,464	37
38 Programmer/Analyst	33,076	35,309	36,467	38,217	505	34,336	64
39 Senior Programmer/Analyst	38,199	40,898	43,020	43,409	580	40,576	61
40 PC Specialist	27,435	29,240	28,000	31,800	87	29,591	53

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REGION
West North Central

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
POSITION							
1 Accounting Clerk	14,804	18,330	17,040	20,885	626	17,226	111
2 Senior Accounting Clerk	16,680	19,317	18,772	22,056	451	20,185	80
3 Accounts Payable Clerk	16,308	16,788	16,806	17,732	435	17,247	88
4 Accounts Receivable Clerk	16,040	16,806	16,380	17,562	300	17,497	58
5 Benefits Clerk	18,117	19,754	19,198	20,104	73	20,067	35
6 Clerk Typist	13,440	17,249	14,145	22,859	731	15,465	48
7 Credit and Collection Clerk	19,000	20,912	19,000	27,430	349	18,690	34
8 Customer Service Representative	17,186	20,617	19,504	24,752	1,044	19,267	79
9 File Clerk	10,682	12,187	11,687	13,572	473	12,759	63
10 General Clerk	13,307	14,513	14,083	15,024	1,014	15,208	80
11 Mail Clerk	11,700	13,351	12,380	14,935	355	14,611	91
12 Payroll Clerk	16,836	18,474	17,700	20,125	293	20,064	85
13 Personnel Clerk	17,966	21,343	21,165	26,286	116	19,434	53
14 Purchasing Clerk	14,267	16,108	15,080	17,500	223	18,058	54
16 Switchboard Operator/Receptionist	14,196	15,895	15,725	17,230	369	16,560	133
SECRETARIAL POSITION							
17 Word Processing Operator	14,868	15,379	15,012	15,492	1,376	16,959	79
18 Secretary/Administrative Assistant	16,152	18,712	17,971	20,124	1,802	18,630	122
19 Senior Secretary/Administrative Assistant	16,853	20,229	19,115	22,485	1,638	22,192	100
20 Executive Secretary/Executive Assistant	19,547	23,568	22,797	26,180	727	26,630	105
PROFESSIONAL POSITIONS							
21 Buyer	23,170	30,607	27,227	33,000	103	27,059	45
22 Purchasing Agent	27,030	32,311	30,898	35,775	83	31,451	48
23 Accountant	22,399	25,897	25,488	27,243	328	27,349	99
24 Senior Accountant	29,827	35,442	33,660	36,972	163	34,422	60
25 Auditor	25,494	27,984	27,740	29,133	169	29,604	41
26 Senior Auditor	30,528	33,961	32,700	37,188	114	36,782	41
27 Collector	12,480	18,449	18,351	19,619	225	22,243	30
28 Compensation Analyst	24,706	30,763	30,780	34,692	66	31,208	39
29 Benefits Specialist	19,198	26,717	25,200	31,830	75	28,585	46
30 Personnel Assistant	20,404	25,923	26,604	28,466	120	25,643	54
31 Training and Development Specialist	26,400	33,333	34,420	38,004	114	33,747	50
DATA PROCESSING POSITIONS							
32 Data Entry Operator	13,450	14,965	15,021	15,800	405	15,559	72
33 Senior Data Entry Operator	15,509	17,541	17,568	18,825	172	18,526	35
34 Computer Operator	18,910	20,988	20,800	23,892	296	19,869	91
35 Senior Computer Operator	20,845	24,314	23,923	26,200	159	24,156	63
36 Programmer	25,646	27,309	26,745	28,916	337	26,786	71
37 Systems Analyst	34,282	37,161	36,990	40,310	179	37,420	56
38 Programmer/Analyst	30,528	31,990	31,828	34,324	607	32,169	78
39 Senior Programmer/Analyst	34,793	38,058	37,321	40,778	540	38,535	73
40 PC Specialist	23,838	28,745	26,700	32,739	100	28,845	56

TABLE : A-15

REGION
West

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,477	19,459	18,598	22,630	63	20,349	24
2 Senior Accounting Clerk	20,585	22,826	22,859	25,168	117	24,036	31
3 Accounts Payable Clerk	15,389	16,823	15,389	16,200	143	21,021	24
4 Accounts Receivable Clerk	17,591	19,274	18,064	20,100	49	20,947	19
5 Benefits Clerk	16,709	20,623	18,845	24,804	15	22,210	8
6 Clerk Typist	22,460	21,753	22,800	22,800	196	20,414	13
7 Credit and Collection Clerk	23,900	26,757	29,964	29,964	28	23,214	10
8 Customer Service Representative	18,257	22,136	21,485	25,298	201	22,095	19
9 File Clerk	13,624	16,433	16,700	16,700	97	16,293	16
10 General Clerk	13,800	15,624	13,800	16,515	120	17,484	18
11 Mail Clerk	21,375	22,352	22,476	25,560	241	18,205	25
12 Payroll Clerk	18,778	22,072	21,855	24,170	50	23,991	23
13 Personnel Clerk	17,800	22,076	22,300	25,444	37	22,309	20
14 Purchasing Clerk	20,000	21,097	20,210	23,920	23	21,090	14
16 Switchboard Operator/Receptionist	16,600	19,283	19,040	21,060	86	19,537	51
SECRETARIAL POSITION							
17 Word Processing Operator	18,793	22,505	20,614	25,435	94	23,111	25
18 Secretary/Administrative Assistant	19,819	22,787	23,384	26,041	334	23,206	44
19 Senior Secretary/Administrative Assistant	25,560	25,969	25,917	28,591	431	25,501	36
20 Executive Secretary/Executive Assistant	28,809	29,784	28,809	30,264	276	30,564	40
PROFESSIONAL POSITIONS							
21 Buyer	31,080	32,316	33,589	33,834	45	30,756	14
22 Purchasing Agent	26,280	38,369	43,615	45,711	22	38,526	14
23 Accountant	26,045	29,311	28,674	30,787	74	30,277	24
24 Senior Accountant	33,084	35,648	33,400	40,000	51	35,255	18
25 Auditor	32,043	37,384	36,317	43,000	9	38,300	7
26 Senior Auditor	40,260	43,634	41,200	46,238	7	44,435	4
27 Collector	23,800	26,725	23,800	30,750	11	27,405	5
28 Compensation Analyst	32,052	35,994	38,000	38,580	9	35,994	9
29 Benefits Specialist	32,000	37,514	37,000	41,475	17	37,546	16
30 Personnel Assistant	23,429	29,200	26,574	34,780	36	31,245	20
31 Training and Development Specialist	33,467	35,839	33,600	38,600	15	35,709	9
DATA PROCESSING POSITIONS							
32 Data Entry Operator	21,468	21,948	23,820	23,820	247	19,348	27
33 Senior Data Entry Operator	18,071	22,852	22,528	28,661	61	24,280	15
34 Computer Operator	22,400	26,166	25,054	27,780	53	23,243	22
35 Senior Computer Operator	23,369	28,425	27,300	30,562	37	28,139	18
36 Programmer	31,400	35,113	35,122	39,880	58	32,518	14
37 Systems Analyst	33,738	37,259	33,738	39,720	53	42,985	13
38 Programmer/Analyst	35,517	36,750	35,517	38,020	217	37,063	24
39 Senior Programmer/Analyst	40,605	47,541	47,960	54,207	114	43,729	21
40 PC Specialist	26,500	30,279	28,565	33,000	34	32,334	19

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COMPANY SIZE (USA)
1 - 50 EMPLOYEES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,600	17,753	17,000	19,887	60	17,495	42
2 Senior Accounting Clerk	17,500	20,890	20,010	24,168	44	21,375	32
3 Accounts Payable Clerk	15,300	18,075	19,585	20,280	15	18,011	13
4 Accounts Receivable Clerk	15,700	19,011	18,240	22,200	22	19,074	17
5 Benefits Clerk	18,500	19,819	20,500	21,000	8	19,547	6
6 Clerk Typist	15,000	16,123	15,000	17,200	38	15,998	16
7 Credit and Collection Clerk	20,000	20,819	20,040	22,000	8	20,819	8
8 Customer Service Representative	17,635	20,053	19,600	22,791	139	19,507	36
9 File Clerk	11,128	13,244	12,300	14,560	25	13,662	18
10 General Clerk	12,980	16,305	14,629	16,820	41	16,669	24
11 Mail Clerk	14,930	16,272	16,200	17,850	23	16,494	20
12 Payroll Clerk	17,200	18,849	17,836	19,500	21	19,081	15
13 Personnel Clerk	20,280	20,648	20,280	20,945	9	20,869	6
14 Purchasing Clerk	16,900	19,463	17,333	21,000	6	19,463	6
16 Switchboard Operator/Receptionist	14,520	16,428	16,300	17,820	81	16,481	77
SECRETARIAL POSITION							
17 Word Processing Operator	15,100	18,153	17,438	20,400	73	18,903	37
18 Secretary/Administrative Assistant	17,000	19,212	18,862	20,200	126	19,696	64
19 Senior Secretary/Administrative Assistant	19,321	21,706	21,100	23,942	79	22,468	37
20 Executive Secretary/Executive Assistant	22,385	24,875	23,600	27,185	49	25,418	38
PROFESSIONAL POSITIONS							
21 Buyer	16,370	20,518	21,424	21,424	5	21,598	3
22 Purchasing Agent	21,000	25,081	23,795	27,890	9	25,878	8
23 Accountant	22,070	26,259	24,301	30,140	30	26,284	27
24 Senior Accountant	27,000	31,240	30,000	33,592	15	30,028	14
25 Auditor	22,300	26,061	28,000	28,000	27	25,274	6
26 Senior Auditor	34,000	33,365	34,000	34,000	24	32,760	7
27 Collector	20,800	25,600	26,000	30,000	4	25,600	4
28 Compensation Analyst	30,000	32,470	30,000	30,000	9	33,646	5
29 Benefits Specialist	24,000	31,902	34,900	34,900	6	30,403	4
30 Personnel Assistant	14,300	22,775	23,305	30,000	24	25,219	10
31 Training and Development Specialist	27,000	36,873	34,168	50,000	7	34,686	6
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,000	15,577	14,949	16,170	83	16,837	33
33 Senior Data Entry Operator	18,443	21,242	20,720	24,000	18	22,264	11
34 Computer Operator	17,844	20,140	19,850	21,566	22	21,417	17
35 Senior Computer Operator	17,936	19,573	21,000	21,210	5	19,097	4
36 Programmer	23,300	29,404	27,650	33,100	13	29,130	10
37 Systems Analyst	33,800	40,081	41,000	41,340	10	39,967	9
38 Programmer/Analyst	26,100	32,360	33,000	39,184	8	30,928	6
39 Senior Programmer/Analyst	35,184	38,597	37,684	40,600	14	38,569	11
40 PC Specialist	24,000	29,138	26,546	28,300	18	29,800	16

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COMPANY SIZE (USA)
51 - 100 EMPLOYEES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,775	17,614	16,623	18,463	87	18,218	51
2 Senior Accounting Clerk	19,225	22,422	21,750	24,844	59	22,585	42
3 Accounts Payable Clerk	16,000	19,099	17,992	21,424	38	19,446	32
4 Accounts Receivable Clerk	14,079	18,106	18,408	22,000	39	18,598	30
5 Benefits Clerk	19,800	22,356	24,252	25,740	18	20,202	11
6 Clerk Typist	14,980	16,154	15,300	17,783	36	16,614	20
7 Credit and Collection Clerk	9,377	15,379	15,967	22,152	48	19,040	14
8 Customer Service Representative	15,984	19,402	18,294	22,579	173	19,650	37
9 File Clerk	11,586	14,040	12,898	17,257	85	14,795	26
10 General Clerk	13,511	15,682	14,177	17,129	106	16,555	27
11 Mail Clerk	13,332	15,802	15,655	18,200	45	15,948	33
12 Payroll Clerk	17,360	20,434	19,690	22,000	18	20,674	19
13 Personnel Clerk	15,450	17,729	16,576	20,440	8	17,729	8
14 Purchasing Clerk	17,004	19,042	20,210	20,250	22	18,699	17
16 Switchboard Operator/Receptionist	15,000	16,910	16,484	19,200	93	16,804	76
SECRETARIAL POSITION							
17 Word Processing Operator	17,098	20,704	20,747	22,800	119	19,240	40
18 Secretary/Administrative Assistant	19,235	21,101	20,200	23,447	179	20,296	53
19 Senior Secretary/Administrative Assistant	21,927	25,461	23,750	30,000	127	24,630	36
20 Executive Secretary/Executive Assistant	24,480	29,186	29,830	34,907	88	27,762	53
PROFESSIONAL POSITIONS							
21 Buyer	23,736	27,059	23,947	32,708	26	25,618	12
22 Purchasing Agent	27,880	32,996	30,900	40,000	15	33,321	15
23 Accountant	23,520	27,644	25,400	32,000	49	27,648	30
24 Senior Accountant	26,625	31,582	30,456	38,376	15	32,330	11
25 Auditor	27,300	28,414	27,500	29,000	42	28,646	8
26 Senior Auditor	30,700	35,997	33,758	42,588	25	36,382	7
27 Collector	19,020	22,050	21,500	22,536	11	23,576	6
28 Compensation Analyst					1		1
29 Benefits Specialist	26,000	32,191	32,000	37,024	11	32,020	11
30 Personnel Assistant	24,700	27,397	27,421	31,000	27	27,284	22
31 Training and Development Specialist	34,400	41,583	40,732	43,485	10	41,586	9
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,390	17,118	16,848	20,000	56	16,867	23
33 Senior Data Entry Operator	15,850	17,937	17,175	19,055	15	19,406	10
34 Computer Operator	15,497	17,868	17,520	19,926	47	19,112	27
35 Senior Computer Operator	18,700	22,524	22,942	27,456	17	22,853	14
36 Programmer	24,682	27,503	26,308	29,001	44	28,833	18
37 Systems Analyst	31,338	36,022	36,845	40,000	39	34,100	16
38 Programmer/Analyst	34,952	35,800	36,102	41,000	72	32,577	21
39 Senior Programmer/Analyst	44,500	43,219	45,000	45,000	38	39,367	14
40 PC Specialist	23,712	32,351	27,342	36,000	34	31,226	27

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COMPANY SIZE (USA)
101 - 250 EMPLOYEES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,200	16,696	15,867	18,251	217	17,708	84
2 Senior Accounting Clerk	18,121	20,889	20,293	23,472	171	22,212	55
3 Accounts Payable Clerk	15,738	18,263	17,259	19,763	154	19,219	79
4 Accounts Receivable Clerk	15,810	18,265	16,800	20,620	113	19,401	53
5 Benefits Clerk	18,256	20,422	19,000	22,400	18	21,740	10
6 Clerk Typist	13,853	16,660	16,740	18,841	145	16,594	36
7 Credit and Collection Clerk	15,550	18,406	17,806	20,700	68	19,744	32
8 Customer Service Representative	15,460	18,609	17,496	20,700	502	19,989	80
9 File Clerk	12,217	14,921	15,400	17,400	129	14,816	39
10 General Clerk	13,380	15,041	14,636	15,557	264	16,012	53
11 Mail Clerk	13,030	15,504	14,748	17,595	99	15,447	61
12 Payroll Clerk	17,573	20,694	20,474	23,504	77	21,015	70
13 Personnel Clerk	16,216	18,995	17,992	22,500	32	19,112	29
14 Purchasing Clerk	16,131	18,712	17,780	20,196	46	18,969	40
16 Switchboard Operator/Receptionist	15,440	17,447	16,836	18,820	172	17,435	124
SECRETARIAL POSITION							
17 Word Processing Operator	16,000	18,972	18,793	21,500	141	18,711	48
18 Secretary/Administrative Assistant	18,200	20,883	20,748	23,053	446	19,784	96
19 Senior Secretary/Administrative Assistant	20,006	23,220	22,868	25,700	365	22,977	84
20 Executive Secretary/Executive Assistant	22,886	26,818	25,410	31,400	252	27,690	105
PROFESSIONAL POSITIONS							
21 Buyer	24,879	30,879	27,970	34,000	79	29,202	40
22 Purchasing Agent	23,296	32,020	24,859	39,800	43	36,329	29
23 Accountant	25,200	28,696	28,000	32,700	166	27,789	76
24 Senior Accountant	30,625	32,930	33,000	36,990	77	32,680	41
25 Auditor	29,750	31,298	30,000	33,500	65	30,732	17
26 Senior Auditor	33,000	36,343	34,810	38,600	50	38,061	13
27 Collector	18,880	22,241	20,640	25,905	25	22,993	12
28 Compensation Analyst		40,120	40,120		2	40,120	2
29 Benefits Specialist	25,200	30,018	26,710	34,930	28	31,454	22
30 Personnel Assistant	20,600	25,707	25,000	29,600	61	26,221	57
31 Training and Development Specialist	27,891	36,617	35,333	42,635	16	36,617	16
DATA PROCESSING POSITIONS							
32 Data Entry Operator	15,157	16,994	15,840	18,200	157	16,990	56
33 Senior Data Entry Operator	17,100	20,036	19,864	22,256	33	20,313	25
34 Computer Operator	17,937	20,473	20,000	22,881	97	20,398	63
35 Senior Computer Operator	21,077	24,284	23,436	26,146	73	24,531	46
36 Programmer	25,064	28,432	27,400	29,909	79	27,924	45
37 Systems Analyst	35,705	38,855	37,879	42,000	50	38,848	30
38 Programmer/Analyst	32,363	35,494	35,166	38,985	141	34,985	59
39 Senior Programmer/Analyst	31,373	38,155	38,323	43,556	75	39,888	45
40 PC Specialist	25,397	29,901	28,000	32,250	46	30,874	37

COMPANY SIZE (USA)
251 - 500 EMPLOYEES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	13,358	16,868	17,264	19,625	270	17,595	74
2 Senior Accounting Clerk	18,260	20,596	20,660	22,508	153	21,044	69
3 Accounts Payable Clerk	16,200	17,872	17,555	20,000	153	18,548	78
4 Accounts Receivable Clerk	15,300	17,134	17,069	18,096	125	18,239	50
5 Benefits Clerk	17,228	20,623	21,980	23,466	36	20,910	27
6 Clerk Typist	10,920	14,376	14,000	17,684	179	15,852	33
7 Credit and Collection Clerk	17,389	18,965	19,000	19,000	275	18,877	33
8 Customer Service Representative	13,397	17,164	16,349	19,032	655	20,105	65
9 File Clerk	11,170	13,372	13,083	13,956	152	14,798	38
10 General Clerk	13,357	14,407	13,357	14,477	809	15,768	54
11 Mail Clerk	12,653	15,312	14,348	16,578	204	16,125	81
12 Payroll Clerk	19,032	21,725	22,090	24,525	95	22,504	74
13 Personnel Clerk	17,701	20,399	19,240	22,568	73	20,719	49
14 Purchasing Clerk	16,835	18,600	17,500	19,655	67	18,882	45
16 Switchboard Operator/Receptionist	14,550	17,206	17,700	19,505	217	17,363	104
SECRETARIAL POSITION							
17 Word Processing Operator	15,375	18,553	17,317	20,270	208	19,445	48
18 Secretary/Administrative Assistant	16,283	19,865	19,500	21,376	554	20,155	89
19 Senior Secretary/Administrative Assistant	20,649	23,568	23,530	25,800	546	22,651	90
20 Executive Secretary/Executive Assistant	24,400	27,498	26,404	30,118	348	27,771	97
PROFESSIONAL POSITIONS							
21 Buyer	25,500	30,023	29,100	34,650	49	28,701	33
22 Purchasing Agent	29,352	34,250	33,382	37,998	40	34,325	31
23 Accountant	25,000	28,157	27,722	30,792	141	28,740	71
24 Senior Accountant	32,010	34,963	33,300	35,703	108	36,442	40
25 Auditor	27,740	28,686	27,740	29,133	73	30,399	14
26 Senior Auditor	32,700	35,530	32,700	38,808	45	37,220	16
27 Collector	12,480	17,869	16,786	20,880	157	24,259	18
28 Compensation Analyst	31,500	36,305	33,618	38,580	14	36,305	14
29 Benefits Specialist	25,305	31,023	27,700	36,600	38	30,341	34
30 Personnel Assistant	21,468	25,201	23,920	28,900	63	25,481	46
31 Training and Development Specialist	26,300	31,853	31,000	34,000	33	32,695	24
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,700	16,028	16,277	16,650	443	16,667	59
33 Senior Data Entry Operator	16,656	18,393	18,800	19,710	159	20,300	35
34 Computer Operator	18,900	21,837	20,365	23,244	180	21,351	74
35 Senior Computer Operator	22,520	24,987	24,840	26,640	102	25,336	47
36 Programmer	25,447	28,791	28,938	31,280	86	28,714	41
37 Systems Analyst	29,068	34,030	30,500	40,850	85	36,225	32
38 Programmer/Analyst	31,008	33,740	32,753	37,602	232	33,788	62
39 Senior Programmer/Analyst	34,945	40,552	40,560	44,300	211	42,042	57
40 PC Specialist	25,780	31,081	29,000	34,772	86	30,669	53

COMPANY SIZE (USA)
501 - 1,000 EMPLOYEES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,786	17,615	17,407	19,676	289	17,585	58
2 Senior Accounting Clerk	17,448	20,957	20,945	23,702	221	21,047	52
3 Accounts Payable Clerk	14,370	16,784	16,347	18,448	145	17,938	50
4 Accounts Receivable Clerk	16,040	16,507	16,040	16,582	166	18,258	30
5 Benefits Clerk	18,574	20,443	19,198	21,800	44	20,096	28
6 Clerk Typist	13,720	15,362	15,434	17,049	144	15,284	32
7 Credit and Collection Clerk	16,010	18,713	16,598	19,350	177	18,961	30
8 Customer Service Representative	16,500	21,379	21,485	24,010	1,028	20,456	50
9 File Clerk	10,788	12,736	12,632	13,762	348	13,280	36
10 General Clerk	13,749	16,219	15,507	19,718	515	16,242	36
11 Mail Clerk	13,033	16,031	15,191	18,949	274	15,103	62
12 Payroll Clerk	19,198	21,209	21,9[illegible]	22,249	144	20,327	63
13 Personnel Clerk	18,104	21,065	21,3[illegible]	23,544	69	19,841	38
14 Purchasing Clerk	16,838	21,574	21,0[illegible]	26,586	73	20,084	47
16 Switchboard Operator/Receptionist	14,433	16,773	15,834	18,225	205	17,468	72
SECRETARIAL POSITION							
17 Word Processing Operator	15,240	17,961	17,000	20,614	179	18,448	46
18 Secretary/Administrative Assistant	17,948	19,686	19,152	22,106	885	19,891	70
19 Senior Secretary/Administrative Assistant	20,788	23,207	22,620	26,208	872	22,419	68
20 Executive Secretary/Executive Assistant	23,964	27,009	26,724	30,185	441	27,286	76
PROFESSIONAL POSITIONS							
21 Buyer	27,227	31,762	33,500	33,935	63	30,731	34
22 Purchasing Agent	30,500	37,477	40,861	43,615	54	35,153	30
23 Accountant	23,820	27,620	26,832	30,900	177	28,097	60
24 Senior Accountant	31,155	34,894	34,496	41,340	122	35,942	51
25 Auditor	27,626	29,458	28,353	31,800	76	30,071	35
26 Senior Auditor	32,868	35,461	34,536	36,283	77	36,298	29
27 Collector	16,691	17,892	17,056	17,539	96	20,981	17
28 Compensation Analyst	28,392	32,147	32,072	35,200	39	33,172	29
29 Benefits Specialist	19,198	28,387	29,664	31,952	58	30,873	39
30 Personnel Assistant	19,198	25,201	24,000	29,150	49	26,200	31
31 Training and Development Specialist	28,693	32,061	32,709	36,462	61	35,486	33
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,765	17,755	15,700	22,620	541	16,502	48
33 Senior Data Entry Operator	19,400	21,682	20,507	24,000	112	21,164	26
34 Computer Operator	18,325	21,075	20,957	23,533	207	20,992	61
35 Senior Computer Operator	22,327	25,242	23,580	27,438	119	25,782	47
36 Programmer	25,986	29,062	28,048	31,459	227	29,004	49
37 Systems Analyst	36,345	38,879	38,190	41,500	239	40,147	49
38 Programmer/Analyst	31,100	34,375	33,931	36,985	402	34,073	54
39 Senior Programmer/Analyst	38,475	42,352	41,743	44,917	475	41,747	56
40 PC Specialist	27,494	32,630	31,202	37,320	83	31,771	42

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COMPANY SIZE (USA)
MORE THAN 1,000 EMPLOYEES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
POSITION							
1 Accounting Clerk	15,787	18,691	18,600	21,034	1,017	18,290	89
2 Senior Accounting Clerk	19,836	22,357	23,662	24,669	944	21,349	82
3 Accounts Payable Clerk	16,308	17,685	17,087	18,660	742	18,518	78
4 Accounts Receivable Clerk	17,799	18,879	18,446	21,531	396	19,245	47
5 Benefits Clerk	18,407	20,230	18,407	23,000	178	21,072	64
6 Clerk Typist	17,867	18,335	18,163	18,163	2,095	16,861	63
7 Credit and Collection Clerk	16,800	22,097	21,984	27,430	299	20,181	37
8 Customer Service Representative	18,955	20,202	19,611	21,318	3,002	20,136	59
9 File Clerk	12,324	14,195	14,906	14,906	1,329	14,274	59
10 General Clerk	14,083	16,279	17,098	18,407	2,668	15,932	70
11 Mail Clerk	13,166	15,483	14,153	15,900	856	15,321	92
12 Payroll Clerk	17,700	20,211	21,677	21,677	624	20,696	92
13 Personnel Clerk	18,381	21,751	22,773	24,637	200	20,424	62
14 Purchasing Clerk	14,267	17,595	16,971	19,840	296	19,204	60
15 Shipping/Receiving Clerk	14,196	17,137	16,840	19,787	407	17,636	71
16 Switchboard Operator/Receptionist	14,931	16,772	16,400	18,720	534	17,460	99
17 Word Processing Operator	14,868	16,390	15,492	18,163	1,833	18,068	67
18 Secretary/Administrative Assistant	17,648	19,982	19,598	22,256	3,660	19,872	109
19 Senior Secretary/Administrative Assistant	19,524	22,606	22,485	24,526	3,508	23,517	107
20 Executive Secretary/Executive Assistant	24,757	26,678	27,710	28,809	1,447	28,710	100
21 Buyer	29,256	35,098	33,342	42,120	316	30,101	79
22 Purchasing Agent	32,541	38,370	40,016	44,700	185	36,957	61
23 Accountant	25,706	27,719	27,984	29,187	619	28,283	95
24 Senior Accountant	33,400	37,209	38,000	39,400	415	36,075	79
25 Auditor	24,423	29,582	29,727	31,720	212	32,642	58
26 Senior Auditor	31,344	39,780	39,495	48,947	208	39,435	54
27 Collector	15,774	19,571	19,390	21,500	305	22,666	27
28 Compensation Analyst	27,900	32,825	34,692	36,805	119	31,585	67
29 Benefits Specialist	26,304	31,793	30,770	36,116	88	31,865	55
30 Personnel Assistant	26,340	27,943	26,668	29,857	223	27,703	55
31 Training and Development Specialist	28,993	34,146	33,000	38,154	156	34,971	63
32 Data Entry Operator	13,312	15,664	14,920	18,500	1,060	17,014	76
33 Senior Data Entry Operator	16,427	18,152	17,300	19,100	376	20,165	54
34 Computer Operator	19,760	21,917	21,361	24,050	464	21,654	91
35 Senior Computer Operator	24,778	25,444	25,808	26,010	430	25,441	77
36 Programmer	27,688	30,181	29,491	32,500	646	29,153	68
37 Systems Analyst	36,223	39,578	38,700	42,750	408	39,901	55
38 Programmer/Analyst	32,792	38,669	38,217	44,430	2,377	34,247	88
39 Senior Programmer/Analyst	35,479	39,113	38,199	43,326	1,063	39,953	74
40 PC Specialist	25,961	28,878	29,570	30,646	132	30,028	54

TABLE : A-22

TYPE OF BUSINESS (USA)
MANUFACTURING / CONSTRUCTION

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,000	18,995	20,114	21,034	275	18,436	82
2 Senior Accounting Clerk	19,572	22,928	23,492	26,660	196	21,444	75
3 Accounts Payable Clerk	17,221	18,629	18,100	19,612	250	18,746	99
4 Accounts Receivable Clerk	16,931	18,883	18,737	21,320	137	19,040	66
5 Benefits Clerk	20,000	21,526	21,980	24,100	39	21,515	29
6 Clerk Typist	16,500	18,630	20,190	20,190	117	17,467	36
7 Credit and Collection Clerk	16,895	20,180	19,200	22,124	116	20,562	56
8 Customer Service Representative	17,778	21,970	21,655	23,645	573	21,588	91
9 File Clerk	13,520	16,180	15,371	18,156	43	16,030	28
10 General Clerk	13,116	16,362	15,750	19,600	164	16,919	42
11 Mail Clerk	14,150	16,122	16,192	17,551	124	16,440	65
12 Payroll Clerk	18,325	20,998	20,752	23,920	141	21,195	89
13 Personnel Clerk	17,992	20,560	20,583	23,544	66	20,014	45
14 Purchasing Clerk	16,782	18,828	17,616	21,195	126	18,877	76
16 Switchboard Operator/Receptionist	15,080	17,231	16,989	18,860	170	17,386	126
SECRETARIAL POSITION							
17 Word Processing Operator	18,312	20,760	19,458	22,256	57	20,101	29
18 Secretary/Administrative Assistant	19,600	21,513	21,195	23,390	776	20,189	99
19 Senior Secretary/Administrative Assistant	21,927	24,018	24,526	26,208	815	23,182	92
20 Executive Secretary/Executive Assistant	25,551	27,293	27,844	28,674	447	27,519	106
PROFESSIONAL POSITIONS							
21 Buyer	28,500	31,602	32,143	34,256	198	29,611	80
22 Purchasing Agent	37,885	41,618	43,000	46,028	150	40,525	60
23 Accountant	25,400	29,774	28,333	33,600	187	28,756	82
24 Senior Accountant	35,580	38,087	38,000	41,704	154	36,726	57
25 Auditor	31,720	34,083	32,784	33,333	25	36,543	12
26 Senior Auditor	37,700	40,935	40,000	42,900	23	41,930	15
27 Collector	17,299	26,367	27,859	32,240	16	27,852	12
28 Compensation Analyst	29,500	33,140	30,972	38,400	18	33,231	14
29 Benefits Specialist	26,640	32,227	30,000	36,432	43	32,305	39
30 Personnel Assistant	22,650	26,785	26,700	30,600	62	25,714	50
31 Training and Development Specialist	36,958	41,300	42,276	45,965	24	40,383	21
DATA PROCESSING POSITIONS							
32 Data Entry Operator	15,562	17,269	16,750	18,882	171	17,340	57
33 Senior Data Entry Operator	16,956	19,744	18,754	22,404	56	21,116	27
34 Computer Operator	20,000	21,911	20,952	23,431	156	21,485	75
35 Senior Computer Operator	22,210	25,321	24,778	28,025	111	25,626	49
36 Programmer	26,000	28,626	27,228	32,084	82	28,199	49
37 Systems Analyst	36,840	42,260	42,775	48,765	122	40,409	40
38 Programmer/Analyst	31,636	34,801	35,190	36,985	201	35,054	63
39 Senior Programmer/Analyst	39,800	41,287	40,560	44,004	176	41,680	62
40 PC Specialist	28,000	32,778	31,800	38,967	56	31,670	41

TABLE : A-23

TYPE OF BUSINESS (USA)
BANKING / FINANCE

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,012	16,852	16,800	18,520	176	16,855	38
2 Senior Accounting Clerk	18,509	20,561	20,700	22,451	207	20,654	38
3 Accounts Payable Clerk	15,496	17,420	17,259	19,499	67	16,994	27
4 Accounts Receivable Clerk	14,079	18,364	19,499	19,499	21	19,004	6
5 Benefits Clerk	18,046	19,582	19,198	21,350	36	19,207	18
6 Clerk Typist	13,800	14,552	14,145	15,250	65	14,863	21
7 Credit and Collection Clerk	15,756	16,300	16,400	16,598	85	16,741	12
8 Customer Service Representative	15,732	17,507	18,400	18,955	746	17,758	32
9 File Clerk	11,627	13,004	13,304	13,645	121	12,863	23
10 General Clerk	13,867	14,170	14,083	14,500	412	14,315	20
11 Mail Clerk	12,319	13,849	13,904	15,181	145	13,848	38
12 Payroll Clerk	16,950	18,857	19,130	19,588	59	19,373	28
13 Personnel Clerk	18,240	20,522	22,200	23,500	27	18,770	14
14 Purchasing Clerk	17,124	18,860	18,800	19,506	40	18,448	20
16 Switchboard Operator/Receptionist	14,807	16,292	16,400	16,656	140	16,553	46
SECRETARIAL POSITION							
17 Word Processing Operator	15,804	17,859	17,216	20,302	89	17,537	30
18 Secretary/Administrative Assistant	16,563	17,815	17,375	19,500	406	17,704	45
19 Senior Secretary/Administrative Assistant	18,918	20,936	21,330	22,662	589	21,271	38
20 Executive Secretary/Executive Assistant	24,934	26,641	27,130	28,100	286	26,629	44
PROFESSIONAL POSITIONS							
21 Buyer	22,080	23,646	23,128	24,192	18	24,529	9
22 Purchasing Agent	23,085	28,828	25,300	32,541	15	32,271	8
23 Accountant	22,525	24,878	25,828	27,100	140	24,991	34
24 Senior Accountant	27,643	31,819	33,100	33,654	80	33,219	25
25 Auditor	24,423	27,809	27,176	33,500	115	27,899	31
26 Senior Auditor	29,640	34,880	36,200	38,600	65	34,653	23
27 Collector	17,056	18,945	19,390	19,619	211	20,299	23
28 Compensation Analyst	27,900	30,835	31,436	34,320	23	31,214	19
29 Benefits Specialist	19,198	25,718	23,500	30,000	35	26,580	18
30 Personnel Assistant	19,198	27,571	28,444	32,500	58	26,596	24
31 Training and Development Specialist	25,600	29,830	28,693	33,467	55	29,997	27
DATA PROCESSING POSITIONS							
32 Data Entry Operator	13,675	14,883	14,856	15,700	199	15,668	23
33 Senior Data Entry Operator	15,849	17,437	16,800	19,489	127	18,207	20
34 Computer Operator	17,200	19,520	19,500	21,600	109	19,289	32
35 Senior Computer Operator	22,202	23,490	23,819	25,182	85	22,834	22
36 Programmer	25,646	29,642	29,491	32,500	117	27,799	16
37 Systems Analyst	36,990	38,265	38,700	38,700	105	39,420	20
38 Programmer/Analyst	31,930	34,286	33,706	37,556	202	33,497	24
39 Senior Programmer/Analyst	35,931	41,382	40,778	45,787	160	41,536	19
40 PC Specialist	28,000	32,107	30,798	36,800	43	31,027	26

TYPE OF BUSINESS (USA)
INSURANCE

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,210	16,391	16,379	17,420	290	16,631	62
2 Senior Accounting Clerk	17,899	20,475	20,504	21,706	176	20,971	53
3 Accounts Payable Clerk	16,833	18,976	19,300	21,233	95	18,862	39
4 Accounts Receivable Clerk	16,582	17,599	17,853	17,853	130	17,468	27
5 Benefits Clerk	18,117	19,000	18,256	20,000	49	19,144	23
6 Clerk Typist	14,061	15,349	14,538	16,900	290	15,460	36
7 Credit and Collection Clerk	18,408	19,659	19,350	19,680	37	19,413	14
8 Customer Service Representative	19,502	19,673	19,611	20,180	2,006	20,438	52
9 File Clerk	12,272	13,298	12,391	14,205	936	13,365	79
10 General Clerk	13,380	14,226	13,705	14,636	1,062	14,839	58
11 Mail Clerk	13,166	14,703	14,122	15,191	591	14,487	74
12 Payroll Clerk	19,110	21,447	20,644	23,132	75	21,267	48
13 Personnel Clerk	17,520	20,178	20,730	21,468	33	19,728	25
14 Purchasing Clerk	17,940	19,815	19,840	21,647	56	20,012	30
16 Switchboard Operator/Receptionist	15,434	17,179	16,857	17,966	173	17,338	84
SECRETARIAL POSITION							
17 Word Processing Operator	15,765	17,185	17,000	18,215	443	17,424	80
18 Secretary/Administrative Assistant	18,042	19,627	19,597	20,042	904	19,916	62
19 Senior Secretary/Administrative Assistant	20,866	22,845	23,084	24,400	730	22,919	60
20 Executive Secretary/Executive Assistant	25,500	27,731	27,377	29,307	328	27,510	69
PROFESSIONAL POSITIONS							
21 Buyer	24,602	27,837	24,891	30,833	31	28,096	21
22 Purchasing Agent	26,457	33,481	33,372	37,869	24	32,869	19
23 Accountant	25,821	27,962	28,171	29,480	191	27,867	58
24 Senior Accountant	33,000	35,352	35,563	39,021	89	35,370	40
25 Auditor	23,928	29,238	30,127	32,000	74	31,151	31
26 Senior Auditor	30,528	34,918	34,085	35,615	98	37,195	25
27 Collector	19,035	21,503	19,333	23,800	13	22,142	4
28 Compensation Analyst	30,000	33,[illegible]	33,379	37,375	36	32,415	25
29 Benefits Specialist	25,200	29,5[illegible]	28,000	31,400	38	30,567	28
30 Personnel Assistant	24,200	26,647	26,244	30,000	46	25,544	31
31 Training and Development Specialist	31,089	33,867	31,575	35,900	51	34,577	29
DATA PROCESSING POSITIONS							
32 Data Entry Operator	13,312	16,547	14,945	17,541	796	16,757	47
33 Senior Data Entry Operator	19,122	19,540	19,710	20,507	112	20,045	30
34 Computer Operator	19,581	21,019	21,211	22,835	192	20,750	55
35 Senior Computer Operator	23,112	25,266	25,195	27,026	98	24,924	43
36 Programmer	26,347	28,472	28,862	28,916	361	27,995	48
37 Systems Analyst	36,345	37,745	39,031	39,849	268	37,038	43
38 Programmer/Analyst	31,702	34,646	34,554	38,217	677	33,743	52
39 Senior Programmer/Analyst	36,351	40,489	42,105	43,326	524	39,621	49
40 PC Specialist	26,500	30,187	27,494	34,772	79	31,430	37

TYPE OF BUSINESS (USA)
BUSINESS / HEALTHCARE SERVICE

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,786	17,715	18,595	19,488	229	18,259	46
2 Senior Accounting Clerk	20,144	22,368	23,472	24,669	135	22,881	28
3 Accounts Payable Clerk	16,000	17,539	17,180	20,147	75	18,498	31
4 Accounts Receivable Clerk	16,474	18,131	18,000	21,555	201	18,130	29
5 Benefits Clerk	19,150	22,649	22,308	24,804	18	21,450	14
6 Clerk Typist	10,920	13,925	12,980	17,867	146	15,185	18
7 Credit and Collection Clerk	18,096	18,707	19,000	19,000	281	18,647	16
8 Customer Service Representative	14,976	17,176	16,000	19,575	314	19,124	36
9 File Clerk	13,083	14,040	13,574	15,400	153	15,072	25
10 General Clerk	12,300	14,935	16,820	17,098	218	15,115	25
11 Mail Clerk	10,400	13,418	13,918	14,518	86	14,381	25
12 Payroll Clerk	18,759	21,488	21,098	23,721	54	21,166	31
13 Personnel Clerk	17,576	19,634	19,781	20,634	55	19,018	26
14 Purchasing Clerk	17,000	21,204	21,623	24,440	22	19,304	14
16 Switchboard Operator/Receptionist	15,250	17,077	16,374	19,505	309	17,098	65
SECRETARIAL POSITION							
17 Word Processing Operator	14,352	17,986	17,840	20,020	131	19,735	35
18 Secretary/Administrative Assistant	17,971	20,809	22,256	22,256	799	19,641	64
19 Senior Secretary/Administrative Assistant	21,443	24,584	26,374	27,477	421	23,291	42
20 Executive Secretary/Executive Assistant	24,978	26,727	24,978	30,118	235	27,517	43
PROFESSIONAL POSITIONS							
21 Buyer	23,525	28,920	29,141	33,342	31	27,860	15
22 Purchasing Agent	30,122	32,481	34,861	34,861	16	30,097	8
23 Accountant	23,520	27,515	27,997	31,500	106	27,420	38
24 Senior Accountant	29,685	33,104	31,928	36,990	51	32,629	21
25 Auditor	27,300	29,066	27,500	29,750	67	31,932	13
26 Senior Auditor	33,000	34,718	33,758	34,810	50	36,388	11
27 Collector	12,480	17,869	16,786	20,880	160	20,262	13
28 Compensation Analyst	22,880	32,960	34,500	38,396	15	35,215	11
29 Benefits Specialist	30,492	35,943	35,043	43,993	15	35,746	12
30 Personnel Assistant	19,926	24,501	23,225	30,000	51	26,153	25
31 Training end Development Specialist	32,400	36,124	35,539	41,564	27	36,331	18
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,246	15,376	14,851	16,224	241	16,595	44
33 Senior Data Entry Operator	12,376	17,451	16,656	21,606	66	21,499	16
34 Computer Operator	18,116	20,149	19,926	22,485	105	20,201	30
35 Senior Computer Operator	20,007	23,298	22,942	26,600	57	24,031	19
36 Programmer	25,432	28,391	26,499	27,650	91	29,745	26
37 Systems Analyst	38,900	43,459	46,515	49,774	41	40,008	15
38 Programmer/Analyst	32,427	34,817	34,952	36,102	120	34,204	27
39 Senior Programmer/Analyst	37,336	42,500	41,560	42,661	98	42,181	21
40 PC Specialist	25,000	30,507	27,560	32,700	35	31,792	26

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TYPE OF BUSINESS (USA)
RETAIL / WHOLESALE / DISTRIBUTION

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,777	16,125	15,700	17,477	112	16,579	29
2 Senior Accounting Clerk	19,000	20,473	20,585	22,200	133	20,117	23
3 Accounts Payable Clerk	15,389	16,594	16,328	18,219	341	17,723	34
4 Accounts Receivable Clerk	16,155	17,347	17,890	18,900	103	17,277	22
5 Benefits Clerk	16,709	18,399	18,512	18,900	25	19,007	10
6 Clerk Typist	15,500	19,236	18,533	22,460	31	16,571	9
7 Credit and Collection Clerk	15,570	17,795	16,790	19,550	27	18,190	14
8 Customer Service Representative	15,038	18,379	17,765	19,812	191	18,828	26
9 File Clerk	13,624	14,667	13,624	16,526	29	14,535	9
10 General Clerk	15,300	17,350	19,400	19,400	135	16,753	16
11 Mail Clerk	13,365	15,447	14,000	17,600	73	15,674	16
12 Payroll Clerk	16,744	18,963	18,778	21,800	98	19,109	24
13 Personnel Clerk	16,751	18,720	17,846	19,427	37	18,028	16
14 Purchasing Clerk	15,496	17,449	15,756	19,700	61	18,329	17
16 Switchboard Operator/Receptionist	14,082	16,010	15,508	17,784	60	16,193	40
SECRETARIAL POSITION							
17 Word Processing Operator	16,536	16,553	17,500	17,500	42	15,561	14
18 Secretary/Administrative Assistant	19,400	19,483	19,760	19,819	185	20,146	24
19 Senior Secretary/Administrative Assistant	21,900	22,180	21,900	22,380	201	22,238	22
20 Executive Secretary/Executive Assistant	24,800	26,306	25,780	27,801	127	26,706	29
PROFESSIONAL POSITIONS							
21 Buyer	26,000	37,082	36,000	42,800	71	32,450	16
22 Purchasing Agent	23,296	31,069	26,640	44,700	42	29,165	18
23 Accountant	26,045	28,328	27,940	29,600	51	28,849	17
24 Senior Accountant	33,400	34,536	33,400	38,200	33	35,083	13
25 Auditor	27,900	31,567	31,772	35,300	14	30,233	6
26 Senior Auditor	37,500	40,733	40,400	44,300	3	40,733	3
27 Collector	16,800	19,197	17,343	19,020	37	20,741	9
28 Compensation Analyst	30,160	33,027	35,000	36,200	5	33,027	5
29 Benefits Specialist	22,977	26,575	24,000	29,856	12	28,999	7
30 Personnel Assistant	20,750	25,411	24,609	26,133	21	26,541	15
31 Training and Development Specialist	28,993	33,803	29,967	42,400	13	32,387	6
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,508	16,426	16,357	18,500	116	16,789	27
33 Senior Data Entry Operator	18,071	19,129	18,071	19,545	63	21,304	13
34 Computer Operator	18,252	21,462	20,500	24,917	68	20,216	26
35 Senior Computer Operator	22,327	23,836	23,369	25,000	37	22,528	14
36 Programmer	25,550	29,084	28,600	31,400	51	28,578	14
37 Systems Analyst	33,300	34,070	33,300	33,300	55	37,716	11
38 Programmer/Analyst	34,000	35,915	36,050	37,600	51	34,611	15
39 Senior Programmer/Analyst	38,844	40,464	39,600	43,000	39	40,048	14
40 PC Specialist	25,500	26,746	27,300	30,600	11	25,890	9

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TYPE OF BUSINESS (USA)
UTILITIES / TRANSPORTATION / COMMUNICATIONS

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,990	18,522	17,393	23,282	121	18,844	22
2 Senior Accounting Clerk	23,662	23,560	23,662	24,548	331	23,261	18
3 Accounts Payable Clerk	13,737	18,903	18,042	23,293	67	19,972	18
4 Accounts Receivable Clerk	16,040	16,498	16,040	16,040	104	19,128	13
5 Benefits Clerk	22,707	24,184	23,725	25,800	20	24,075	13
6 Clerk Typist	16,335	17,936	17,992	20,117	29	17,082	10
7 Credit and Collection Clerk	16,390	21,222	19,298	27,457	94	19,929	16
8 Customer Service Representative	20,821	22,642	21,985	26,494	901	21,294	26
9 File Clerk	9,568	14,513	11,115	20,461	68	17,624	9
10 General Clerk	13,749	18,097	19,718	19,718	291	19,294	22
11 Mail Clerk	12,685	16,088	15,450	19,604	64	17,463	28
12 Payroll Clerk	21,902	22,418	21,902	23,225	90	22,668	25
13 Personnel Clerk	20,960	22,108	22,526	23,650	47	22,225	16
14 Purchasing Clerk	23,725	25,490	25,361	29,994	37	22,431	14
16 Switchboard Operator/Receptionist	16,640	18,720	18,000	23,067	59	18,195	32
SECRETARIAL POSITION							
17 Word Processing Operator	18,668	20,120	20,453	21,914	45	19,758	14
18 Secretary/Administrative Assistant	20,942	22,701	23,407	24,357	376	21,445	34
19 Senior Secretary/Administrative Assistant	22,968	25,243	26,416	28,021	377	24,577	29
20 Executive Secretary/Executive Assistant	26,724	29,477	30,553	32,218	166	29,322	33
PROFESSIONAL POSITIONS							
21 Buyer	35,533	41,510	46,690	46,690	89	34,449	18
22 Purchasing Agent	29,903	38,314	35,350	46,535	12	39,546	9
23 Accountant	27,722	31,513	32,892	33,750	89	30,471	26
24 Senior Accountant	38,376	39,890	39,924	44,200	93	38,890	22
25 Auditor	32,796	34,747	35,320	36,200	31	34,812	12
26 Senior Auditor	47,244	47,233	48,947	49,015	77	44,148	14
27 Collector	28,177	26,919	28,177	28,177	31	24,987	5
28 Compensation Analyst	19,968	34,325	34,765	40,500	13	38,633	10
29 Benefits Specialist	28,300	33,246	32,450	44,762	23	33,592	17
30 Personnel Assistant	22,937	30,612	30,248	37,044	28	30,016	17
31 Training and Development Specialist	37,308	40,170	38,154	46,356	20	41,032	8
DATA PROCESSING POSITIONS							
32 Data Entry Operator	15,496	17,227	15,496	18,200	67	18,559	16
33 Senior Data Entry Operator	14,985	22,182	25,112	28,423	32	21,621	8
34 Computer Operator	21,425	23,959	24,015	26,005	60	22,504	22
35 Senior Computer Operator	22,413	27,715	27,778	34,725	43	27,683	19
36 Programmer	35,061	34,320	35,167	35,167	111	33,321	14
37 Systems Analyst	43,004	46,245	46,566	50,280	59	42,323	17
38 Programmer/Analyst	42,256	44,019	44,430	47,604	1,180	36,134	22
39 Senior Programmer/Analyst	33,904	40,147	39,876	47,855	152	41,346	23
40 PC Specialist	28,538	32,075	32,420	35,412	22	31,625	15

TYPE OF BUSINESS (USA)
EDUCATION / GOVERNMENT / NON PROFIT

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,787	18,539	19,926	21,655	314	18,806	54
2 Senior Accounting Clerk	16,050	21,713	22,806	26,545	282	21,389	45
3 Accounts Payable Clerk	16,884	17,497	16,884	18,407	261	19,647	37
4 Accounts Receivable Clerk	17,562	18,615	18,407	21,531	108	20,036	28
5 Benefits Clerk	18,407	18,981	18,407	18,407	73	19,224	12
6 Clerk Typist	18,079	17,229	18,163	18,163	1,514	16,199	38
7 Credit and Collection Clerk	16,010	16,315	16,010	16,010	48	16,450	4
8 Customer Service Representative	17,610	19,289	18,974	21,516	128	19,634	21
9 File Clerk	14,906	14,651	14,906	14,906	674	14,355	19
10 General Clerk	18,407	17,611	18,407	18,407	1,405	16,516	32
11 Mail Clerk	11,497	14,243	13,701	16,400	164	16,455	45
12 Payroll Clerk	17,700	20,185	21,677	21,677	389	19,879	37
13 Personnel Clerk	21,195	21,384	22,773	23,034	54	20,716	18
14 Purchasing Clerk	14,267	15,399	14,267	15,097	136	19,138	21
16 Switchboard Operator/Receptionist	14,319	15,826	15,080	16,965	236	17,126	68
SECRETARIAL POSITION							
17 Word Processing Operator	14,868	16,291	15,492	17,753	1,549	19,266	34
18 Secretary/Administrative Assistant	15,828	18,277	18,086	20,010	1,496	19,791	75
19 Senior Secretary/Administrative Assistant	18,312	21,323	21,161	24,465	1,593	22,334	63
20 Executive Secretary/Executive Assistant	19,547	24,981	24,757	27,712	666	27,832	63
PROFESSIONAL POSITIONS							
21 Buyer	24,486	28,271	29,864	30,521	45	27,747	21
22 Purchasing Agent	26,870	31,072	29,478	35,359	42	31,519	24
23 Accountant	22,620	26,660	28,285	29,187	239	27,564	45
24 Senior Accountant	32,485	35,084	38,204	38,204	125	32,718	26
25 Auditor	26,242	27,313	26,242	28,000	193	31,024	14
26 Senior Auditor	37,188	36,844	37,280	37,280	54	36,044	17
27 Collector	15,203	18,015	15,203	22,806	62	24,381	8
28 Compensation Analyst	33,552	33,971	36,805	36,805	56	30,737	18
29 Benefits Specialist	24,270	31,956	31,025	38,869	29	30,332	19
30 Personnel Assistant	26,604	26,702	26,668	26,668	133	27,105	27
31 Training and Development Specialist	31,041	33,392	34,490	36,343	44	34,422	22
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,032	16,569	16,300	18,765	437	17,240	38
33 Senior Data Entry Operator	16,427	17,644	17,222	17,568	144	19,453	24
34 Computer Operator	19,178	21,612	20,800	24,618	143	22,470	43
35 Senior Computer Operator	25,808	25,494	25,808	25,808	224	25,527	30
36 Programmer	29,646	29,779	30,639	30,639	123	28,352	28
37 Systems Analyst	30,242	34,863	33,943	36,223	61	37,451	23
38 Programmer/Analyst	29,611	29,871	29,611	30,528	433	31,495	40
39 Senior Programmer/Analyst	35,479	37,200	35,479	38,199	464	37,362	31
40 PC Specialist	24,770	28,705	29,611	29,611	65	28,984	34

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TYPE OF BUSINESS (USA)
ALL OTHER BUSINESSES

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,064	18,936	17,179	25,000	435	18,030	68
2 Senior Accounting Clerk	17,460	20,427	19,604	22,380	177	22,000	55
3 Accounts Payable Clerk	16,100	18,463	17,087	20,198	88	19,134	46
4 Accounts Receivable Clerk	17,221	19,427	18,446	22,100	62	19,769	38
5 Benefits Clerk	20,040	23,023	24,084	25,740	44	22,171	27
6 Clerk Typist	17,684	22,444	22,800	26,286	450	17,339	32
7 Credit and Collection Clerk	20,186	23,101	27,430	27,430	189	20,186	24
8 Customer Service Representative	14,784	19,691	16,500	28,548	704	18,999	45
9 File Clerk	12,371	15,208	14,450	17,817	71	15,212	29
10 General Clerk	13,357	14,779	13,357	14,723	643	16,178	53
11 Mail Clerk	14,226	19,982	21,000	25,560	252	16,173	62
12 Payroll Clerk	16,765	21,251	19,800	24,000	76	22,481	52
13 Personnel Clerk	18,947	23,465	25,887	26,286	76	21,791	33
14 Purchasing Clerk	16,619	19,564	20,557	21,636	39	19,023	27
16 Switchboard Operator/Receptionist	15,725	17,968	18,469	19,923	178	17,694	97
SECRETARIAL POSITION							
17 Word Processing Operator	17,676	20,276	20,747	23,000	207	20,189	55
18 Secretary/Administrative Assistant	18,106	21,471	20,433	23,844	894	20,545	83
19 Senior Secretary/Administrative Assistant	21,736	24,465	24,017	25,800	790	23,872	78
20 Executive Secretary/Executive Assistant	24,648	28,029	28,809	28,809	453	28,365	87
PROFESSIONAL POSITIONS							
21 Buyer	26,915	32,727	30,200	49,032	51	28,216	19
22 Purchasing Agent	25,911	33,962	34,670	42,984	41	33,263	26
23 Accountant	25,000	28,318	27,034	29,119	168	28,824	60
24 Senior Accountant	33,300	35,815	33,300	36,972	114	33,920	32
25 Auditor	27,740	28,226	27,740	28,353	111	28,888	20
26 Senior Auditor	32,700	35,137	34,000	38,520	76	37,126	18
27 Collector	13,845	24,034	25,800	30,996	14	28,258	9
28 Compensation Analyst	26,780	32,616	31,550	36,756	16	32,465	15
29 Benefits Specialist	25,153	30,298	31,740	34,678	36	30,301	27
30 Personnel Assistant	23,045	25,761	25,610	28,965	48	26,629	31
31 Training and Development Specialist	23,300	31,904	26,463	43,008	49	36,532	21
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,560	16,276	15,539	16,650	341	16,107	47
33 Senior Data Entry Operator	18,800	21,073	18,800	24,360	129	21,308	24
34 Computer Operator	19,680	22,537	21,288	26,286	186	20,948	52
35 Senior Computer Operator	23,331	26,056	25,887	27,438	67	25,833	37
36 Programmer	26,419	30,289	29,446	34,000	152	29,239	35
37 Systems Analyst	29,068	34,329	36,318	37,879	117	35,177	25
38 Programmer/Analyst	33,826	35,729	35,517	38,810	354	34,131	48
39 Senior Programmer/Analyst	39,700	42,196	44,300	45,000	249	41,346	38
40 PC Specialist	24,600	28,952	27,198	30,406	86	30,044	42

METROPOLITAN AREAS
Akron, OH

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	18,595	17,664	18,595	18,595	15	16,194	4
2 Senior Accounting Clerk					1		1
3 Accounts Payable Clerk	14,838	16,929	16,500	19,448	6	17,559	4
4 Accounts Receivable Clerk	13,968	20,269	23,420	23,420	3	20,269	3
5 Benefits Clerk		22,568	22,568		2	22,568	2
7 Credit and Collection Clerk	18,096	18,089	18,096	18,096	33	18,024	3
8 Customer Service Representative		15,720	15,720		2		1
12 Payroll Clerk		20,155	20,155		2	20,155	2
13 Personnel Clerk		17,576	17,576		2	17,576	2
14 Purchasing Clerk	15,540	17,910	15,540	21,466	5	19,491	3
15 Shipping/Receiving Clerk	18,000	19,506	20,259	20,259	3	19,506	3
16 Switchboard Operator/Receptionist	17,347	17,017	17,347	17,347	27	16,067	4
SECRETARIAL POSITIONS							
17 Word Processing Operator	18,526	20,714	22,227	22,901	4	20,714	4
18 Secretary/Administrative Assistant	21,986	21,986	21,986	21,986	10	21,986	2
20 Executive Secretary/Executive Assistant					1		1
PROFESSIONAL POSITIONS							
21 Buyer	23,525	23,525	23,525	23,525	4	23,525	2
22 Purchasing Agent	21,932	32,687	38,064	38,064	3	32,687	3
23 Accountant		26,561	26,561		2	26,561	2
30 Personnel Assistant					1		1
31 Training and Development Specialist		39,416	39,416		2	39,416	2
DATA PROCESSING POSITIONS							
32 Data Entry Operator	4,352	17,569	19,178	19,178	6	17,569	3
34 Computer Operator	22,485	22,370	22,485	22,485	11	22,062	3
36 Programmer	32,344	30,486	32,344	32,344	5	29,247	3
38 Programmer/Analyst		43,950	43,950		2	43,950	2
40 PC Specialist		27,934	27,934		2	27,934	2

METROPOLITAN AREAS
Atlanta - Northwest Georgia

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk					1		1
2 Senior Accounting Clerk	22,600	22,783	23,400	24,200	6	22,475	4
3 Accounts Payable Clerk	20,100	20,083	20,100	20,100	6	20,050	2
4 Accounts Receivable Clerk		20,900	20,900		2	20,900	2
5 Benefits Clerk	22,099	23,066	22,099	25,000	3	23,550	2
6 Clerk Typist					1		1
7 Credit and Collection Clerk		18,800	18,800		2	18,800	2
8 Customer Service Representative	13,500	13,500	13,500	13,500	3		1
10 General Clerk	14,000	15,333	16,000	16,000	3	15,000	2
11 Mail Clerk	15,605	16,113	15,605	16,750	5	16,452	3
13 Personnel Clerk		23,500	23,500		2	23,500	2
14 Purchasing Clerk					1		1
15 Shipping/Receiving Clerk					1		1
16 Switchboard Operator/Receptionist	17,083	16,962	17,083	17,500	7	16,871	4
SECRETARIAL POSITION							
17 Word Processing Operator	21,500	21,500	21,500	21,500	3		1
18 Secretary/Administrative Assistant	24,810	23,228	24,810	24,810	10	20,855	2
19 Senior Secretary/Administrative Assistant	21,800	23,715	24,823	24,823	15	22,308	3
20 Executive Secretary/Executive Assistant	31,014	30,869	31,014	31,014	7	30,507	2
PROFESSIONAL POSITIONS							
22 Purchasing Agent					1		1
23 Accountant	27,400	30,813	33,750	33,750	4	29,517	3
24 Senior Accountant		35,250	35,250		2	35,250	2
25 Auditor	35,320	35,320	35,320	35,320	5		1
26 Senior Auditor	42,240	42,240	42,240	42,240	5		1
28 Compensation Analyst					1		1
29 Benefits Specialist	46,270	46,270	46,270	46,270	3	46,270	1
30 Personnel Assistant		27,150	27,150		2	27,150	2
DATA PROCESSING POSITIONS							
32 Data Entry Operator		17,000	17,000		2	17,000	2
34 Computer Operator					1		1
35 Senior Computer Operator					1		1
36 Programmer					1		1
37 Systems Analyst	36,117	39,175	42,233	42,233	4	36,117	2
39 Senior Programmer/Analyst		53,750	53,750		2		1
40 PC Specialist					1		1

METROPOLITAN AREAS
Battle Creek / Kalamazoo, MI

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	20,200	20,272	20,200	20,200	5	20,319	3
2 Senior Accounting Clerk	20,211	22,004	22,900	22,900	9	21,556	2
3 Accounts Payable Clerk	19,000	18,540	19,000	19,000	70	18,069	3
4 Accounts Receivable Clerk	18,900	18,631	18,900	18,900	39	17,232	3
5 Benefits Clerk	18,772	18,843	18,900	18,900	9	18,836	2
8 Customer Service Representative	20,000	24,174	20,000	20,000	5	30,436	2
10 General Clerk	19,400	19,400	19,400	19,400	59	19,400	2
11 Mail Clerk	17,600	17,557	17,600	17,600	20	17,172	2
12 Payroll Clerk	21,800	21,164	21,800	21,800	27	20,086	4
13 Personnel Clerk	17,846	17,781	17,846	17,846	7	17,695	3
14 Purchasing Clerk	19,700	19,162	19,700	19,700	7	17,817	2
15 Shipping/Receiving Clerk	18,658	18,558	18,658	18,658	14	17,961	2
16 Switchboard Operator/Receptionist	16,120	17,893	17,763	17,763	5	18,528	3
SECRETARIAL POSITION							
17 Word Processing Operator	17,500	17,307	17,500	17,500	25	17,018	2
18 Secretary/Administrative Assistant	16,800	17,834	16,800	19,194	20	17,309	3
19 Senior Secretary/Administrative Assistant	21,900	21,704	21,900	21,900	83	20,868	3
20 Executive Secretary/Executive Assistant	24,800	25,022	24,800	24,800	30	26,541	3
PROFESSIONAL POSITIONS							
21 Buyer	36,000	37,134	36,000	39,060	12	36,454	3
24 Senior Accountant		40,794	40,794		2	40,794	2
25 Auditor	27,900	27,900	27,900	27,900	3		1
26 Senior Auditor					1		1
28 Compensation Analyst					1		1
30 Personnel Assistant					1		1
31 Training and Development Specialist		26,530	26,530		2	26,530	2
DATA PROCESSING POSITIONS							
32 Data Entry Operator	17,056	18,167	19,000	19,000	7	18,028	2
33 Senior Data Entry Operator	20,592	21,397	21,800	21,800	3	21,196	2
34 Computer Operator	28,400	27,207	28,400	28,400	14	24,226	2
35 Senior Computer Operator	29,600	29,600	29,600	29,600	6		1
36 Programmer	41,000	41,000	41,000	41,000	3	41,000	2
37 Systems Analyst	33,300	33,300	33,300	33,300	37		1
38 Programmer/Analyst		31,642	31,642		2	31,642	2
39 Senior Programmer/Analyst					1		1
40 PC Specialist					1		1

METROPOLITAN AREAS
Boston, MA

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk					1		1
2 Senior Accounting Clerk	18,770	25,385	25,385	32,000	4	25,385	2
3 Accounts Payable Clerk	22,000	21,996	22,375	22,834	7	21,482	4
4 Accounts Receivable Clerk	22,000	22,938	23,813	24,950	10	22,066	4
5 Benefits Clerk					1		1
6 Clerk Typist	19,268	19,401	19,535	19,535	8	19,268	2
7 Credit and Collection Clerk	19,422	19,138	19,422	19,422	5	18,711	2
8 Customer Service Representative	21,067	21,496	21,067	21,067	15	21,628	3
9 File Clerk	19,473	18,991	19,473	19,473	24	19,141	3
10 General Clerk	18,523	19,318	18,523	22,447	11	18,823	3
11 Mail Clerk	17,000	18,242	18,161	19,321	20	18,568	4
12 Payroll Clerk		27,652	27,652		2	27,652	2
13 Personnel Clerk					1		1
14 Purchasing Clerk	17,030	20,419	17,030	27,196	3	22,113	2
15 Shipping/Receiving Clerk					1		1
16 Switchboard Operator/Receptionist	20,239	20,471	20,239	20,239	19	21,150	4
SECRETARIAL POSITION							
17 Word Processing Operator	21,723	23,899	25,350	25,350	20	23,537	2
18 Secretary/Administrative Assistant	25,965	25,545	25,965	25,965	26	22,322	3
19 Senior Secretary/Administrative Assistant	30,305	30,092	32,790	32,790	56	25,572	4
20 Executive Secretary/Executive Assistant	25,551	26,597	25,551	25,551	37	28,517	3
PROFESSIONAL POSITIONS							
21 Buyer					1		1
22 Purchasing Agent					1		1
23 Accountant	24,000	28,240	28,721	32,000	3	28,240	3
24 Senior Accountant	35,703	36,174	35,703	35,703	7	37,352	2
26 Senior Auditor					1		1
27 Collector					1		1
28 Compensation Analyst					1		1
29 Benefits Specialist					1		1
30 Personnel Assistant	23,480	24,227	23,480	25,720	3	24,600	2
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	24,072	25,073	27,144	27,144	8	21,621	3
33 Senior Data Entry Operator					1		1
34 Computer Operator	22,169	23,634	25,099	25,099	4	22,169	2
35 Senior Computer Operator	21,000	23,300	22,934	22,934	6	24,311	3
38 Programmer/Analyst	32,753	36,810	35,000	42,500	11	34,163	4
39 Senior Programmer/Analyst	42,864	44,523	42,864	46,182	4	46,182	2
40 PC Specialist	28,530	35,011	28,530	38,967	5	39,332	3

METROPOLITAN AREAS
Buffalo, NY

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,755	18,168	17,559	21,220	44	17,781	17
2 Senior Accounting Clerk	19,096	22,316	22,880	22,880	51	20,996	15
3 Accounts Payable Clerk	13,733	16,508	16,666	17,550	28	16,498	17
4 Accounts Receivable Clerk	17,680	17,325	18,155	18,155	33	16,844	12
5 Benefits Clerk	16,640	18,892	19,575	20,280	6	18,892	6
6 Clerk Typist	17,684	17,989	17,684	19,871	63	15,498	12
7 Credit and Collection Clerk	18,475	20,816	20,696	23,712	10	20,816	10
8 Customer Service Representative	14,976	18,719	19,851	21,684	174	20,647	16
9 File Clerk	12,324	16,569	12,324	14,300	17	16,195	7
10 General Clerk	13,717	18,208	20,242	20,242	84	15,635	10
11 Mail Clerk	12,916	16,411	15,017	20,255	17	15,524	15
12 Payroll Clerk	20,936	22,977	24,999	24,999	29	21,386	18
13 Personnel Clerk	19,150	20,942	20,280	23,544	17	19,904	9
14 Purchasing Clerk	15,113	17,998	16,432	22,568	19	17,513	17
15 Shipping/Receiving Clerk	14,664	18,772	19,398	23,600	31	19,125	18
16 Switchboard Operator/Receptionist	14,411	16,682	15,250	19,614	47	16,177	23
SECRETARIAL POSITION							
17 Word Processing Operator	16,952	17,556	18,255	18,255	26	17,555	8
18 Secretary/Administrative Assistant	17,921	19,093	18,980	20,705	169	19,214	19
19 Senior Secretary/Administrative Assistant	20,085	21,180	21,795	22,000	105	21,594	17
20 Executive Secretary/Executive Assistant	23,517	26,271	25,694	28,924	60	24,676	22
PROFESSIONAL POSITIONS							
21 Buyer	25,274	26,223	27,970	29,988	27	26,097	16
22 Purchasing Agent	27,084	38,589	46,028	46,260	9	39,233	5
23 Accountant	22,672	27,329	27,495	28,550	34	26,872	17
24 Senior Accountant	28,714	33,208	30,021	37,738	15	32,852	8
25 Auditor	30,830	30,253	30,830	30,830	14	28,957	5
26 Senior Auditor	33,261	35,696	33,261	38,131	4	38,131	2
27 Collector	13,845	18,794	13,845	26,806	9	21,543	4
28 Compensation Analyst					1		1
29 Benefits Specialist	21,525	25,738	23,866	30,730	7	25,738	7
30 Personnel Assistant	18,551	22,367	22,360	25,000	9	22,406	10
31 Training and Development Specialist	23,300	29,700	23,300	42,500	3	32,900	2
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,900	16,156	15,496	18,314	63	16,206	14
33 Senior Data Entry Operator	22,863	26,161	27,190	28,423	20	24,189	5
34 Computer Operator	17,979	23,087	20,051	28,930	39	21,827	14
35 Senior Computer Operator	21,268	24,753	23,964	30,532	10	23,599	7
36 Programmer	29,754	31,056	31,754	32,048	16	29,831	10
37 Systems Analyst	35,907	41,573	39,068	42,104	16	42,936	8
38 Programmer/Analyst	28,997	32,596	35,190	35,880	23	31,077	9
39 Senior Programmer/Analyst	31,998	38,236	38,181	43,848	18	38,389	6
40 PC Specialist	27,100	35,592	32,300	48,890	15	31,124	9

TABLE : A-35

METROPOLITAN AREAS
Charlotte, NC

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,960	17,696	14,960	21,800	5	18,380	2
2 Senior Accounting Clerk		24,641	24,641		2	24,641	2
3 Accounts Payable Clerk	17,555	17,779	17,555	17,555	8	18,450	2
4 Accounts Receivable Clerk	19,510	20,394	19,510	22,163	3	20,837	2
5 Benefits Clerk					1		1
8 Customer Service Representative	19,000	19,000	19,000	19,000	4		1
9 File Clerk	13,990	15,820	17,325	17,650	4	15,210	3
10 General Clerk	12,900	15,846	12,900	20,700	9	16,539	3
11 Mail Clerk					1		1
12 Payroll Clerk	19,157	19,157	19,157	19,157	3	21,019	2
16 Switchboard Operator/Receptionist	13,000	17,458	18,845	19,000	7	17,201	6
SECRETARIAL POSITION							
17 Word Processing Operator	20,200	21,865	20,400	26,200	8	20,430	4
18 Secretary/Administrative Assistant	19,261	19,261	19,261	19,261	3		1
19 Senior Secretary/Administrative Assistant	22,800	23,501	22,800	22,800	14	24,613	3
20 Executive Secretary/Executive Assistant	29,931	31,219	32,000	32,000	7	30,177	3
PROFESSIONAL POSITIONS							
23 Accountant	31,385	31,385	31,385	31,385	7		1
24 Senior Accountant	36,990	36,990	36,990	36,990	10		1
25 Auditor	29,750	29,843	29,750	30,000	27	29,875	2
26 Senior Auditor	33,000	33,823	33,000	34,810	22	33,905	2
33 Senior Data Entry Operator					1		1
DATA PROCESSING POSITIONS							
34 Computer Operator	15,679	17,308	15,679	18,937	4	18,937	2
35 Senior Computer Operator	21,077	21,077	21,077	21,077	3		1
36 Programmer					1		1
40 PC Specialist					1		1

METROPOLITAN AREAS

Chicago, IL

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,777	17,320	17,600	19,488	214	17,457	27
2 Senior Accounting Clerk	20,700	22,355	22,451	24,669	126	22,429	16
3 Accounts Payable Clerk	16,858	20,541	19,825	23,645	25	21,234	18
4 Accounts Receivable Clerk	17,878	19,798	18,039	20,500	15	20,159	9
5 Benefits Clerk	21,522	22,474	22,569	23,807	13	22,125	7
6 Clerk Typist	15,470	16,550	16,706	17,867	48	15,968	9
7 Credit and Collection Clerk	16,400	18,038	16,400	18,200	59	20,891	11
8 Customer Service Representative	12,383	16,617	18,200	18,400	357	18,317	19
9 File Clerk	13,289	14,221	14,315	14,518	73	14,629	12
10 General Clerk	13,357	14,462	13,357	14,500	699	15,638	15
11 Mail Clerk	13,713	14,653	14,518	15,110	79	15,156	24
12 Payroll Clerk	17,700	21,755	19,891	25,108	27	22,717	21
13 Personnel Clerk	21,132	22,317	23,263	24,494	24	20,187	12
14 Purchasing Clerk	18,800	20,523	20,020	23,925	30	19,644	13
15 Shipping/Receiving Clerk	15,844	16,729	16,120	18,456	119	17,553	15
16 Switchboard Operator/Receptionist	16,058	16,795	16,400	17,501	113	17,633	33
SECRETARIAL POSITION							
17 Word Processing Operator	18,668	19,882	19,937	21,441	31	20,114	15
18 Secretary/Administrative Assistant	20,433	21,210	22,256	22,256	582	19,950	30
19 Senior Secretary/Administrative Assistant	23,100	25,219	24,835	27,477	467	23,790	31
20 Executive Secretary/Executive Assistant	28,100	30,124	28,100	34,328	194	30,188	30
PROFESSIONAL POSITIONS							
21 Buyer	24,909	28,782	26,832	35,350	28	27,941	13
22 Purchasing Agent	30,122	35,728	34,861	39,300	23	39,038	10
23 Accountant	25,323	26,903	27,100	28,115	84	27,533	19
24 Senior Accountant	33,100	33,263	33,300	33,300	68	34,613	15
25 Auditor	26,242	26,581	26,242	26,242	165	28,902	9
26 Senior Auditor	32,868	36,593	37,280	37,280	53	36,570	6
27 Collector	27,019	25,694	27,019	27,019	23	22,159	3
28 Compensation Analyst	26,160	30,636	27,200	38,396	7	29,771	5
29 Benefits Specialist	27,300	34,868	31,240	43,200	14	34,250	11
30 Personnel Assistant	20,750	25,398	23,500	32,500	18	24,407	11
31 Training and Development Specialist	25,600	31,546	25,600	27,891	10	37,492	5
DATA PROCESSING POSITIONS							
32 Data Entry Operator	12,675	15,240	15,539	16,277	123	16,612	16
33 Senior Data Entry Operator	16,855	17,767	16,855	19,000	47	19,250	11
34 Computer Operator	19,950	21,577	21,190	22,800	82	21,409	26
35 Senior Computer Operator	23,920	25,830	27,000	27,438	30	25,801	11
36 Programmer	26,499	30,594	32,500	32,500	69	31,293	15
37 Systems Analyst	29,068	37,594	38,700	38,700	108	39,339	9
38 Programmer/Analyst	34,805	37,375	37,764	40,349	71	36,756	20
39 Senior Programmer/Analyst	42,661	44,368	44,556	44,556	111	43,668	19
40 PC Specialist	28,000	29,920	30,238	30,406	25	30,293	16

METROPOLITAN AREAS
Cincinnati, OH

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	16,926	17,381	17,389	17,929	26	17,187	7
2 Senior Accounting Clerk	16,607	20,306	18,571	22,741	28	22,966	10
3 Accounts Payable Clerk	14,370	15,926	14,684	16,834	26	16,782	11
4 Accounts Receivable Clerk	14,007	17,908	16,600	22,508	13	19,012	4
5 Benefits Clerk	14,352	17,826	16,426	21,300	4	17,826	4
6 Clerk Typist	18,148	18,858	18,148	21,051	8	18,654	4
7 Credit and Collection Clerk	14,200	16,670	14,200	20,186	23	18,013	6
8 Customer Service Representative	19,812	21,131	21,037	22,508	71	21,036	11
9 File Clerk	11,088	13,653	13,728	14,300	15	13,859	8
10 General Clerk	11,700	13,069	11,700	13,416	31	13,681	6
11 Mail Clerk	13,096	14,688	14,222	16,852	41	14,540	12
12 Payroll Clerk	16,990	18,932	18,450	20,280	18	19,027	10
13 Personnel Clerk	16,315	16,518	16,751	16,751	14	16,273	5
14 Purchasing Clerk	16,300	19,705	19,529	22,900	11	19,303	7
15 Shipping/Receiving Clerk	14,196	14,855	14,196	14,196	67	18,567	7
16 Switchboard Operator/Receptionist	14,352	16,213	16,362	17,502	25	17,098	14
SECRETARIAL POSITION							
17 Word Processing Operator	12,786	15,390	14,598	16,409	14	15,990	6
18 Secretary/Administrative Assistant	18,124	19,332	18,124	21,149	109	19,533	12
19 Senior Secretary/Administrative Assistant	20,042	22,146	21,344	22,963	122	22,359	14
20 Executive Secretary/Executive Assistant	24,587	27,145	28,363	29,307	73	26,685	12
PROFESSIONAL POSITIONS							
21 Buyer	25,500	29,537	30,360	32,800	15	30,460	8
22 Purchasing Agent	32,160	38,646	40,072	40,144	6	38,347	5
23 Accountant	26,600	28,981	29,100	29,800	8	28,708	6
24 Senior Accountant	31,000	35,057	36,000	39,133	7	32,783	4
25 Auditor	30,250	39,020	30,250	30,250	5	44,867	3
26 Senior Auditor	34,000	34,000	34,000	34,000	4	34,000	2
27 Collector	21,127	21,843	21,127	21,127	12	25,426	2
28 Compensation Analyst	33,180	34,240	33,790	35,300	4	34,240	4
29 Benefits Specialist	21,954	29,262	30,000	31,200	9	31,351	7
30 Personnel Assistant	23,000	26,506	26,133	27,401	9	27,215	6
31 Training and Development Specialist	29,967	39,117	36,484	50,900	6	43,692	4
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,812	15,769	14,812	16,692	22	16,518	7
33 Senior Data Entry Operator	17,984	18,984	19,545	19,545	25	19,862	5
34 Computer Operator	17,731	18,673	17,731	20,592	22	19,304	8
35 Senior Computer Operator	20,880	24,032	24,423	28,200	13	23,635	10
36 Programmer	27,187	27,152	27,187	27,187	11	27,111	5
37 Systems Analyst	36,345	37,815	36,345	36,345	33	39,200	5
38 Programmer/Analyst	33,495	32,890	33,495	33,826	12	31,843	5
39 Senior Programmer/Analyst	40,500	41,527	42,450	42,450	23	39,579	4
40 PC Specialist	27,494	29,147	27,494	29,640	14	31,352	6

METROPOLITAN AREAS
Cleveland, OH

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,000	17,983	17,777	19,638	18	18,190	5
2 Senior Accounting Clerk	19,000	21,536	22,880	23,400	5	21,070	4
3 Accounts Payable Clerk	11,977	12,605	11,977	11,977	24	14,489	2
4 Accounts Receivable Clerk	12,886	13,657	12,886	12,886	16	14,943	2
5 Benefits Clerk	16,037	19,679	21,500	21,500	3	18,769	2
6 Clerk Typist	16,500	17,356	16,500	16,500	9	17,287	3
7 Credit and Collection Clerk	15,122	17,249	17,000	17,000	5	18,041	3
8 Customer Service Representative	17,765	20,791	20,000	24,000	35	20,301	4
9 File Clerk					1		1
10 General Clerk	13,000	13,312	13,000	13,000	5	13,520	3
11 Mail Clerk	13,365	14,125	13,365	14,500	16	14,590	3
12 Payroll Clerk	15,947	18,217	18,000	21,840	7	18,596	3
13 Personnel Clerk	25,000	25,000	25,000	25,000	3		1
14 Purchasing Clerk	18,250	18,664	18,500	19,078	4	18,718	3
15 Shipping/Receiving Clerk	16,227	16,279	16,227	16,227	15	16,614	2
16 Switchboard Operator/Receptionist	13,416	14,658	14,108	15,900	4	15,072	3
SECRETARIAL POSITION							
17 Word Processing Operator	16,000	19,153	18,481	22,306	4	20,204	3
18 Secretary/Administrative Assistant	20,000	21,336	20,983	24,000	27	19,880	6
19 Senior Secretary/Administrative Assistant	20,384	25,061	25,000	29,680	31	24,813	5
20 Executive Secretary/Executive Assistant	27,801	29,695	27,801	32,000	15	30,564	5
PROFESSIONAL POSITIONS							
21 Buyer	27,000	27,000	27,000	27,000	3		1
22 Purchasing Agent	35,000	38,308	40,000	45,000	8	33,822	3
23 Accountant	27,092	27,354	27,092	28,000	12	27,372	4
24 Senior Accountant	29,952	34,976	34,976	40,000	4	34,976	2
25 Auditor		28,976	28,976		2	28,976	2
26 Senior Auditor					1		1
27 Collector	17,343	17,281	17,343	17,343	11	17,172	2
29 Benefits Specialist		27,285	27,285		2	27,285	2
30 Personnel Assistant	27,000	27,820	27,000	29,460	3	28,230	2
DATA PROCESSING POSITIONS							
32 Data Entry Operator	17,000	17,000	17,000	17,000	3	17,000	2
33 Senior Data Entry Operator					1		1
34 Computer Operator	20,000	20,817	21,000	21,325	13	20,775	3
35 Senior Computer Operator	22,327	23,948	22,327	28,000	7	25,164	2
36 Programmer	29,627	30,523	29,627	29,627	6	32,314	2
37 Systems Analyst	34,445	38,223	38,223	42,000	4	38,223	2
38 Programmer/Analyst	34,445	34,805	35,000	35,000	9	34,031	4
39 Senior Programmer/Analyst	38,789	42,052	41,895	45,000	14	41,197	4
40 PC Specialist	26,000	28,333	26,000	33,000	3	28,333	3

METROPOLITAN AREAS
Columbus, OH

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,064	15,496	15,064	15,064	86	18,460	4
2 Senior Accounting Clerk	17,700	18,812	19,174	19,174	26	19,221	4
3 Accounts Payable Clerk	13,416	17,805	20,000	20,000	3	16,708	2
4 Accounts Receivable Clerk					1		1
5 Benefits Clerk		20,191	20,191		2	20,191	2
6 Clerk Typist					1		1
7 Credit and Collection Clerk	21,150	21,449	21,150	22,048	3	21,599	2
8 Customer Service Representative	19,020	20,754	21,466	21,466	120	21,347	4
9 File Clerk	14,205	14,235	14,205	14,205	78	13,908	3
10 General Clerk	17,493	17,360	17,493	17,493	43	16,779	2
11 Mail Clerk	14,281	14,162	14,281	14,281	39	13,688	4
12 Payroll Clerk	19,680	22,260	22,975	22,975	7	21,724	4
13 Personnel Clerk					1		1
15 Shipping/Receiving Clerk	13,736	14,624	13,736	13,736	20	19,659	3
16 Switchboard Operator/Receptionist	16,200	17,846	16,770	19,923	8	18,089	5
SECRETARIAL POSITION							
17 Word Processing Operator	19,653	19,794	19,653	19,653	26	20,162	3
18 Secretary/Administrative Assistant	19,597	19,663	19,597	19,597	170	20,026	4
19 Senior Secretary/Administrative Assistant	23,097	22,954	23,097	23,097	162	22,622	3
20 Executive Secretary/Executive Assistant	27,377	27,990	27,377	27,377	59	30,196	4
PROFESSIONAL POSITIONS							
21 Buyer	30,200	29,612	30,833	30,833	5	28,798	3
22 Purchasing Agent					1		1
23 Accountant	28,171	28,717	28,171	28,171	46	30,129	3
24 Senior Accountant	39,021	39,875	39,021	39,021	16	42,436	2
25 Auditor	30,614	30,840	30,614	30,614	10	31,471	3
26 Senior Auditor	48,700	48,700	48,700	48,700	4		1
28 Compensation Analyst	39,100	38,892	39,100	39,100	6	38,683	3
29 Benefits Specialist					1		1
30 Personnel Assistant	31,638	30,838	31,638	31,638	10	28,971	3
31 Training and Development Specialist	35,900	39,700	35,900	47,300	3	41,600	2
DATA PROCESSING POSITIONS							
32 Data Entry Operator	15,526	16,006	15,526	15,526	64	18,212	5
33 Senior Data Entry Operator	19,122	19,510	19,122	19,171	12	19,914	3
34 Computer Operator	21,335	23,797	25,433	25,433	21	22,990	4
35 Senior Computer Operator	23,733	26,073	26,640	26,880	14	26,738	4
36 Programmer	28,862	28,931	28,862	28,862	95	29,329	3
37 Systems Analyst	39,407	39,357	39,407	39,407	43	38,866	2
38 Programmer/Analyst	38,217	37,977	38,217	38,217	169	36,691	4
39 Senior Programmer/Analyst	43,326	43,624	43,326	43,326	149	45,543	2

METROPOLITAN AREAS
Dayton, OH

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	23,176	22,109	23,176	23,176	11	19,264	3
2 Senior Accounting Clerk	24,666	24,814	24,666	24,666	10	25,333	3
3 Accounts Payable Clerk	23,442	22,154	23,442	23,442	6	20,221	3
4 Accounts Receivable Clerk	25,459	25,459	25,459	25,459	4		1
5 Benefits Clerk		23,650		23,650	2		1
6 Clerk Typist	21,541	21,265	21,541	21,541	14	19,611	2
8 Customer Service Representative	21,791	21,889	21,791	21,992	3	21,892	2
10 General Clerk	13,511	15,056	13,511	13,511	10	17,374	2
11 Mail Clerk		22,526	22,526		2	22,526	2
12 Payroll Clerk	23,764	22,711	23,764	23,764	5	21,132	2
13 Personnel Clerk	18,598	19,896	21,195	21,195	5	18,598	3
15 Shipping/Receiving Clerk	24,669	24,669	24,669	24,669	4	24,669	2
16 Switchboard Operator/Receptionist	14,250	19,767	22,526	22,526	5	18,388	4
SECRETARIAL POSITION							
17 Word Processing Operator	21,728	21,728	21,728	21,728	78	21,728	2
18 Secretary/Administrative Assistant	21,961	22,442	22,922	22,922	9	21,961	3
19 Senior Secretary/Administrative Assistant	23,860	23,906	23,860	23,860	25	24,150	2
20 Executive Secretary/Executive Assistant	30,787	30,401	30,787	30,787	16	27,894	3
PROFESSIONAL POSITIONS							
21 Buyer	33,566	33,566	33,566	33,566	4		1
22 Purchasing Agent					1		1
23 Accountant	23,528	25,256	26,984	26,984	4	23,528	2
24 Senior Accountant	35,245	35,245	35,245	35,245	5		1
25 Auditor	34,343	34,343	34,343	34,343	2		1
26 Senior Auditor					1		1
28 Compensation Analyst	38,232	38,232	38,232	38,232	2		1
29 Benefits Specialist	23,888	27,457	27,457	31,025	4	27,457	2
30 Personnel Assistant	31,235	30,113	31,235	31,235	6	27,868	2
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	22,922	22,922	22,922	22,922	7	22,922	2
33 Senior Data Entry Operator					1		1
34 Computer Operator	24,618	24,618	24,618	24,618	8	24,618	2
35 Senior Computer Operator					1		1
36 Programmer	30,523	30,523	30,523	30,523	4		1
37 Systems Analyst	36,223	36,223	36,223	36,223	6		1
38 Programmer/Analyst	43,733	43,733	43,733	43,733	3		1
39 Senior Programmer/Analyst					1		1
40 PC Specialist					1		1

METROPOLITAN AREAS
Delaware

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,115	20,308	20,308	23,500	7	20,308	3
2 Senior Accounting Clerk					1		1
3 Accounts Payable Clerk	19,723	25,836	32,032	32,032	13	21,303	5
4 Accounts Receivable Clerk	19,194	22,152	22,152	25,110	4	22,152	2
7 Credit and Collection Clerk	15,756	15,756	15,756	15,756	5		1
8 Customer Service Representative	15,732	15,732	15,732	15,732	82		1
10 General Clerk	13,634	13,634	13,634	13,634	21		1
11 Mail Clerk	14,893	14,474	14,893	14,893	7	13,427	2
12 Payroll Clerk	17,832	26,655	32,032	32,032	7	22,622	4
13 Personnel Clerk		26,849	26,849		2	26,849	2
14 Purchasing Clerk	25,361	24.367	25,361	25,361	6	22,380	2
16 Switchboard Operator/Receptionist	15,521	16,232	16,276	16,943	5	16,232	5
SECRETARIAL POSITION							
17 Word Processing Operator	14,730	14,730	14,730	14,730	4	14,730	2
18 Secretary/Administrative Assistant	19,571	19,487	19,600	19,600	50	19,251	7
19 Senior Secretary/Administrative Assistant	22,607	25,021	24,203	28,021	74	23,342	6
20 Executive Secretary/Executive Assistant	32,218	30,884	32,218	32,218	20	27,770	6
PROFESSIONAL POSITIONS							
22 Purchasing Agent					1		1
23 Accountant	18,605	18,605	18,605	18,605	5	18,605	2
24 Senior Accountant	46,011	43,038	46,011	46,011	14	36,348	3
25 Auditor					1		1
26 Senior Auditor	36,000	39,474	39,474	42,948	5	39,474	3
27 Collector	16,691	16,691	16,691	16,691	20		1
28 Compensation Analyst					1	33,250	2
29 Benefits Specialist					1		1
30 Personnel Assistant	20,500	23,071	22,030	26,684	3	23,071	3
31 Training and Development Specialist	30,327	41,889	46,275	49,064	6	40,959	3
DATA PROCESSING POSITIONS							
32 Data Entry Operator	13,989	17,717	13,989	25,093	20	21,392	3
33 Senior Data Entry Operator	16,306	17,580	16,306	18,853	4	18,853	2
34 Computer Operator					1		1
35 Senior Computer Operator	35,048	35,048	35,048	35,048	4		1
37 Systems Analyst					1		1
38 Programmer/Analyst	32,918	32,466	32,918	34,143	15	29,998	4
39 Senior Programmer/Analyst	47,855	47,075	47,855	47,855	20	43,953	2
40 PC Specialist					1		1

METROPOLITAN AREAS
Denver, CO

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	.Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,790	17,026	18,144	18,144	3	16,467	2
2 Senior Accounting Clerk	20,844	20,976	20,976	21,108	4	20,976	2
3 Accounts Payable Clerk	17,130	17,856	17,130	17,130	5	18,945	2
4 Accounts Receivable Clerk		26,160	26,160		2		1
6 Clerk Typist	17,826	17,826	17,826	17,826	14		1
8 Customer Service Representative					1		1
9 File Clerk	14,628	16,698	18,012	18,768	4	16,008	3
10 General Clerk	15,556	15,378	15,556	15,556	12	15,023	2
11 Mail Clerk	13,836	16,217	13,836	19,788	5	16,812	2
12 Payroll Clerk					1		1
13 Personnel Clerk	16,980	17,385	16,980	17,790	4	17,790	2
14 Purchasing Clerk					1		1
15 Shipping/Receiving Clerk					1		1
16 Switchboard Operator/Receptionist	18,000	18,164	18,000	19,692	6	17,764	3
SECRETARIAL POSITION							
17 Word Processing Operator	18,816	20,937	20,412	23,058	4	21,112	3
18 Secretary/Administrative Assistant	24,508	26,982	29,456	29,456	4	24,508	2
19 Senior Secretary/Administrative Assistant	20,916	21,894	22,872	22,872	4	20,916	2
20 Executive Secretary/Executive Assistant	25,920	26,595	25,920	25,920	8	27,720	3
PROFESSIONAL POSITIONS							
21 Buyer					1		1
23 Accountant		28,674	28,674		2		1
24 Senior Accountant		33,084	33,084		2		1
28 Compensation Analyst		33,290	33,290		2	33,290	2
29 Benefits Specialist		35,250	35,250		2	35,250	2
30 Personnel Assistant	21,468	23,664	21,468	21,468	9	28,056	3
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator					1		1
34 Computer Operator					1		1
35 Senior Computer Operator	26,510	27,225	27,940	27,940	4	26,510	2
36 Programmer					1		1
38 Programmer/Analyst	27,072	31,697	35,166	35,166	7	31,119	2
39 Senior Programmer/Analyst	34,980	35,050	34,980	35,190	6	35,085	2
40 PC Specialist	25,900	26,345	25,900	25,900	5	26,641	3

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METROPOLITAN AREAS
Des Moines, IA

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,092	17,384	16,598	20,885	121	17,229	22
2 Senior Accounting Clerk	16,890	18,681	18,121	19,557	100	19,266	20
3 Accounts Payable Clerk	13,737	16,045	15,830	18,241	67	17,326	19
4 Accounts Receivable Clerk	14,413	16,207	16,474	17,847	77	16,360	18
5 Benefits Clerk	17,212	21,248	22,780	24,482	13	19,226	8
6 Clerk Typist	10,920	13,216	10,920	14,379	113	14,937	9
7 Credit and Collection Clerk	14,560	16,297	14,768	16,900	12	16,786	6
8 Customer Service Representative	16,354	19,242	17,467	24,752	237	19,271	17
9 File Clerk	10,176	11,342	10,738	11,810	134	12,131	16
10 General Clerk	12,904	13,951	13,757	14,541	260	14,026	16
11 Mail Clerk	10,750	12,476	11,830	13,033	91	13,540	21
12 Payroll Clerk	16,370	18,829	18,200	21,632	33	19,161	21
13 Personnel Clerk	15,080	17,703	17,618	19,781	29	17,811	16
14 Purchasing Clerk	13,774	17,769	15,948	21,480	25	17,700	14
15 Shipping/Receiving Clerk	11,128	13,219	11,128	15,392	105	16,922	16
16 Switchboard Operator/Receptionist	13,928	15,600	14,685	16,370	94	16,288	27
SECRETARIAL POSITION							
17 Word Processing Operator	14,352	15,694	14,352	17,298	96	16,430	18
18 Secretary/Administrative Assistant	16,848	18,444	17,971	21,342	408	17,702	25
19 Senior Secretary/Administrative Assistant	16,588	19,438	18,546	21,736	354	20,447	21
20 Executive Secretary/Executive Assistant	21,530	24,416	25,740	27,976	132	25,082	25
PROFESSIONAL POSITIONS							
21 Buyer	29,141	32,115	34,500	39,440	20	27,900	7
22 Purchasing Agent	28,859	36,230	30,148	44,148	14	35,888	9
23 Accountant	23,920	26,217	25,344	29,000	54	26,590	23
24 Senior Accountant	30,400	32,436	32,915	35,824	25	31,784	15
25 Auditor	23,928	26,257	23,928	24,000	33	31,090	8
26 Senior Auditor	30,528	31,942	30,528	30,528	42	37,604	7
27 Collector	18,880	27,233	23,184	36,919	8	28,976	4
28 Compensation Analyst	22,880	32,405	34,584	38,950	12	34,142	7
29 Benefits Specialist	26,977	29,582	31,830	32,541	15	29,499	9
30 Personnel Assistant	18,817	25,606	24,235	24,960	14	26,961	11
31 Training and Development Specialist	31,321	37,365	37,108	42,419	20	36,158	14
DATA PROCESSING POSITIONS							
32 Data Entry Operator	11,648	14,291	14,784	14,784	111	15,329	17
33 Senior Data Entry Operator	12,376	14,219	12,376	14,118	38	17,702	7
34 Computer Operator	18,156	19,604	19,760	20,957	60	19,764	16
35 Senior Computer Operator	20,541	23,451	23,433	25,694	28	23,453	16
36 Programmer	25,368	25,932	25,986	26,347	69	25,752	12
37 Systems Analyst	36,318	36,033	36,472	39,031	42	35,518	11
38 Programmer/Analyst	30,966	32,633	31,828	35,460	169	31,277	18
39 Senior Programmer/Analyst	35,329	37,081	36,351	38,323	81	37,484	17
40 PC Specialist	24,445	28,732	26,517	33,600	21	29,190	12

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METROPOLITAN AREAS
Detroit, MI

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,650	18,763	19,208	19,208	7	18,429	2
2 Senior Accounting Clerk	18,552	19,768	18,552	22,200	3	20,376	2
3 Accounts Payable Clerk	17,125	17,344	17,125	17,563	4	17,563	2
4 Accounts Receivable Clerk					1		1
5 Benefits Clerk					1		1
6 Clerk Typist	17,049	17,049	17,049	17,049	17		1
7 Credit and Collection Clerk	19,350	19,350	19,350	19,350	8		1
9 File Clerk	14,479	14,981	14,479	14,479	22	17,240	2
10 General Clerk	15,942	16,309	15,942	15,942	35	18,084	2
11 Mail Clerk	16,216	16,503	16,216	16,791	8	16,791	2
12 Payroll Clerk	20,644	25,708	20,644	30,772	4	30,772	2
13 Personnel Clerk					1		1
14 Purchasing Clerk		26,214	26,214		2	26,214	2
15 Shipping/Receiving Clerk	13,580	16,594	13,580	21,803	15	18,716	4
16 Switchboard Operator/Receptionist	15,660	17,755	18,394	19,331	15	16,961	4
SECRETARIAL POSITION							
17 Word Processing Operator	18,549	23,908	26,409	26,409	22	22,479	2
18 Secretary/Administrative Assistant	21,439	21,420	21,439	21,439	54	21,564	4
19 Senior Secretary/Administrative Assistant	22,309	23,653	22,309	25,265	33	23,787	2
20 Executive Secretary/Executive Assistant	28,670	28,771	28,670	28,881	25	28,776	2
PROFESSIONAL POSITIONS							
21 Buyer					1		1
22 Purchasing Agent					1		1
23 Accountant		30,160	30,160		2		1
24 Senior Accountant	41,568	41,568	41,568	41,568	3		1
25 Auditor					1		1
28 Compensation Analyst					1		1
30 Personnel Assistant		30,000	30,000		2		1
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator		14,700	14,700		2		1
33 Senior Data Entry Operator	23,280	23,280	23,280	23,280	5		1
34 Computer Operator	22,854	22,854	22,854	22,854	4		1
35 Senior Computer Operator	28,981	28,981	28,981	28,981	3		1
36 Programmer	28,952	28,952	28,952	28,952	14		1
37 Systems Analyst	45,800	45,800	45,800	45,800	3		1
38 Programmer/Analyst	38,548	38,548	38,548	38,548	10		1
39 Senior Programmer/Analyst	28,400	38,031	42,846	42,846	6	33,215	3

METROPOLITAN AREAS
Fargo, ND / Moorhead, MN

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	16,390	20,723	24,492	24,492	10	17,096	4
2 Senior Accounting Clerk	22,000	24,051	26,340	26,340	7	22,447	3
3 Accounts Payable Clerk	16,500	17,570	17,000	18,640	4	17,760	3
4 Accounts Receivable Clerk					1		1
6 Clerk Typist		21,527	21,527		2		1
7 Credit and Collection Clerk					1		1
8 Customer Service Representative	13,520	17,333	13,520	22,670	12	18,095	2
9 File Clerk	10,160	10,160	10,160	10,160	3		1
10 General Clerk	14,140	16,478	14,140	15,600	23	16,493	4
11 Mail Clerk					1		1
12 Payroll Clerk					1		1
13 Personnel Clerk					1		1
14 Purchasing Clerk					1		1
15 Shipping/Receiving Clerk		21,527	21,527		2	21,527	1
16 Switchboard Operator/Receptionist	10,150	13,418	11,300	16,685	4	14,123	3
SECRETARIAL POSITION							
17 Word Processing Operator	12,260	13,840	12,260	17,000	3	14,630	2
18 Secretary/Administrative Assistant	19,980	25,480	28,230	28,230	3	24,105	2
19 Senior Secretary/Administrative Assistant	25,615	26,923	28,230	28,230	4	25,615	2
20 Executive Secretary/Executive Assistant	29,066	29,066	29,066	29,066	5		1
PROFESSIONAL POSITIONS							
22 Purchasing Agent	23,500	26,926	26,190	30,352	4	26,926	4
23 Accountant		34,081	34,081		2	34,081	2
24 Senior Accountant					1		1
26 Senior Auditor					1		1
27 Collector	19,020	21,342	19,020	19,020	5	24,826	2
29 Benefits Specialist					1		1
30 Personnel Assistant					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	13,060	12,909	13,060	13,060	7	12,530	2
33 Senior Data Entry Operator		24,534	24,534		2		1
34 Computer Operator	13,500	16,900	16,900	20,300	4	16,900	2
35 Senior Computer Operator					1		1
36 Programmer		23,495	23,495		2	23,495	2
37 Systems Analyst					1		1
38 Programmer/Analyst	25,720	34,538	40,416	40,416	5	33,068	2
39 Senior Programmer/Analyst					1		1
40 PC Specialist					1		1

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METROPOLITAN AREAS
Fort Wayne, IN

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,787	19,036	18,000	23,282	63	18,120	12
2 Senior Accounting Clerk	23,662	23,282	23,662	23,662	180	21,866	10
3 Accounts Payable Clerk	18,100	19,558	18,100	18,700	42	19,831	9
4 Accounts Receivable Clerk	14,900	17,645	16,536	21,600	14	18,137	5
5 Benefits Clerk	21,200	23,125	24,575	26,249	10	21,641	7
6 Clerk Typist	13,499	16,606	15,434	15,434	13	16,525	5
7 Credit and Collection Clerk	21,500	27,727	32,632	32,632	13	23,523	7
8 Customer Service Representative	15,000	22,836	16,750	27,606	101	24,324	8
9 File Clerk	11,115	12,527	11,115	11,310	20	13,742	6
10 General Clerk	13,500	16,707	13,620	20,038	86	16,769	7
11 Mail Clerk	12,500	15,518	14,300	20,030	14	15,557	8
12 Payroll Clerk	18,988	24,913	26,750	29,008	16	23,257	11
13 Personnel Clerk	17,675	22,862	24,093	26,984	12	21,951	6
14 Purchasing Clerk	16,971	18,951	17,350	20,350	20	19,299	9
15 Shipping/Receiving Clerk	15,621	18,878	20,000	20,000	18	18,944	7
16 Switchboard Operator/Receptionist	15,038	17,132	16,200	17,545	32	17,148	14
SECRETARIAL POSITION							
17 Word Processing Operator	18,979	22,474	20,038	28,748	19	21,041	4
18 Secretary/Administrative Assistant	18,722	22,075	23,407	27,065	172	19,011	15
19 Senior Secretary/Administrative Assistant	20,200	22,186	20,200	23,300	166	22,825	16
20 Executive Secretary/Executive Assistant	24,943	27,750	27,700	31,077	89	27,278	16
PROFESSIONAL POSITIONS							
21 Buyer	31,600	33,566	31,600	38,300	32	32,020	8
22 Purchasing Agent	37,885	39,033	37,885	43,700	27	35,324	9
23 Accountant	26,100	28,366	27,790	30,900	49	28,940	12
24 Senior Accountant	34,470	36,578	38,000	38,000	38	35,659	9
25 Auditor	35,000	33,757	35,000	37,000	7	31,433	3
26 Senior Auditor	37,700	43,500	38,150	49,300	4	45,433	3
27 Collector	15,200	15,911	16,266	16,266	18	15,733	2
28 Compensation Analyst	37,100	43,167	38,400	54,000	3	43,167	3
29 Benefits Specialist	28,600	32,443	30,000	33,600	7	32,980	5
30 Personnel Assistant	27,275	28,681	27,950	30,500	8	28,786	7
31 Training and Development Specialist	31,900	37,188	34,625	42,475	4	37,188	4
DATA PROCESSING POSITIONS							
32 Data Entry Operator	15,051	16,265	15,700	17,757	27	16,318	9
33 Senior Data Entry Operator	14,985	17,810	16,956	16,956	32	19,038	4
34 Computer Operator	16,266	21,909	22,000	24,388	42	22,345	13
35 Senior Computer Operator	19,955	23,328	20,400	28,500	20	25,131	7
36 Programmer	29,575	37,691	42,400	42,400	16	32,300	6
37 Systems Analyst	37,600	42,605	39,950	45,875	10	42,146	6
38 Programmer/Analyst	26,708	29,646	28,075	31,600	32	31,337	6
39 Senior Programmer/Analyst	31,347	36,356	38,921	39,800	54	37,387	8
40 PC Specialist	25,000	29,167	27,675	32,600	13	29,416	8

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METROPOLITAN AREAS
Greensboro, NC

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	11,981	14,845	11,981	16,767	9	17,383	3
2 Senior Accounting Clerk	17,700	17,995	18,291	18,291	8	17,700	2
3 Accounts Payable Clerk	18,219	18,413	18,219	18,219	6	18,606	3
4 Accounts Receivable Clerk	11,908	13,528	11,908	11,908	9	16,769	3
6 Clerk Typist		12,272	12,272		2		1
7 Credit and Collection Clerk	13,676	15,759	16,800	16,800	3	15,238	2
8 Customer Service Representative	12,928	14,404	12,928	16,983	31	16,740	3
9 File Clerk		13,830	13,830		2	13,830	2
10 General Clerk	9,919	10,749	9,919	9,919	21	11,662	2
11 Mail Clerk	13,186	14,228	14,880	15,270	4	14,011	3
12 Payroll Clerk	16,330	15,833	16,330	16,330	9	14,093	2
13 Personnel Clerk	16,348	16,348	16,348	16,348	5		1
14 Purchasing Clerk		14,676	14,676		2	14,676	2
15 Shipping/Receiving Clerk	15,814	15,814	15,814	15,814	3		1
16 Switchboard Operator/Receptionist	12,434	13,829	12,434	17,100	11	16,271	4
SECRETARIAL POSITION							
17 Word Processing Operator	16,920	18,588	20,140	20,140	5	17,553	3
18 Secretary/Administrative Assistant	13,638	14,711	13,638	17,661	15	15,650	2
19 Senior Secretary/Administrative Assistant	19,130	19,560	19,290	19,290	31	20,652	4
20 Executive Secretary/Executive Assistant	24,296	24,396	24,296	24,333	12	24,670	3
PROFESSIONAL POSITIONS							
21 Buyer	31,001	30,123	31,001	31,001	6	28,368	2
23 Accountant	22,059	22,705	22,059	23,520	3	23,726	2
24 Senior Accountant					1		1
25 Auditor	27,500	27,711	27,500	27,500	18	28,450	2
26 Senior Auditor	33,758	34,621	33,758	35,700	9	34,729	2
27 Collector	18,564	18,564	18,564	18,564	3		1
28 Compensation Analyst					1		1
30 Personnel Assistant					1		1
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator		11,076	11,076		2		1
33 Senior Data Entry Operator					1		1
34 Computer Operator	15,548	16,540	15,548	18,094	8	16,495	3
35 Senior Computer Operator	20,007	22,448	23,132	25,020	10	22,720	3
36 Programmer	25,432	26,114	25,432	27,751	17	26,592	2
37 Systems Analyst	29,128	35,327	36,700	36,700	9	35,903	3
38 Programmer/Analyst	33,241	34,186	33,241	35,400	16	34,321	2
39 Senior Programmer/Analyst	40,400	40,400	40,400	40,400	3		1
40 PC Specialist					1		1

METROPOLITAN AREAS
Hampton Roads, VA

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,774	16,410	17,538	17,538	8	15,695	3
2 Senior Accounting Clerk	19,614	20,121	19,614	19,614	5	20,882	2
3 Accounts Payable Clerk	16,390	18,467	16,390	21,236	7	18,813	2
4 Accounts Receivable Clerk		17,440	17,440		2	17,440	2
5 Benefits Clerk					1		1
6 Clerk Typist					1		1
7 Credit and Collection Clerk	14,891	15,050	14,891	14,891	11	15,766	2
8 Customer Service Representative	15,243	15,309	15,243	15,243	85	18,047	2
9 File Clerk					1		1
10 General Clerk	17,092	16,879	17,092	17,092	7	16,346	2
11 Mail Clerk	13,390	22,890	18,034	37,246	3	22,890	3
12 Payroll Clerk	15,340	19,273	18,180	24,300	3	19,273	3
13 Personnel Clerk					1		1
14 Purchasing Clerk		16,730	16,730		2	16,730	2
15 Shipping/Receiving Clerk	16,390	17,959	16,390	19,968	7	18,859	3
16 Switchboard Operator/Receptionist	14,301	16,684	16,181	20,096	8	16,756	7
SECRETARIAL POSITION							
17 Word Processing Operator		16,338	16,338		2	16,338	2
18 Secretary/Administrative Assistant	19,466	30,143	35,194	35,194	25	24,632	3
19 Senior Secretary/Administrative Assistant	19,008	26,586	31,040	31,040	35	22,318	4
20 Executive Secretary/Executive Assistant	21,375	29,228	24,275	38,896	33	25,635	7
PROFESSIONAL POSITIONS							
21 Buyer	33,500	34,947	39,000	39,000	8	28,192	3
22 Purchasing Agent		29,916	29,916		2	29,916	2
23 Accountant	19,583	21,110	19,583	19,583	5	23,401	3
24 Senior Accountant	24,210	30,846	29,400	29,400	6	34,022	3
28 Compensation Analyst					1		1
30 Personnel Assistant	22,650	24,801	26,334	26,334	5	23,780	3
31 Training and Development Specialist	26,463	26,463	26,463	26,463	3		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	15,620	15,620	15,620	15,620	4		1
33 Senior Data Entry Operator					1		1
34 Computer Operator	18,574	18,716	18,574	18,574	5	18,930	2
35 Senior Computer Operator					1		1
36 Programmer					1		1
38 Programmer/Analyst	31,688	32,350	32,025	33,013	4	32,458	3
39 Senior Programmer/Analyst	41,339	42,586	43,833	43,833	4	41,339	2
40 PC Specialist					1		1

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METROPOLITAN AREAS
Harrisburg, PA

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,788	19,330	20,474	21,655	154	18,280	22
2 Senior Accounting Clerk	24,548	24,686	26,545	26,545	149	21,071	16
3 Accounts Payable Clerk	18,407	19,133	18,407	19,499	117	19,747	17
4 Accounts Receivable Clerk	17,853	19,013	18,407	18,936	108	19,800	15
5 Benefits Clerk	18,407	18,959	18,407	18,407	71	20,234	13
6 Clerk Typist	18,163	17,828	18,163	18,163	1,178	16,408	14
7 Credit and Collection Clerk	15,680	18,386	15,680	23,690	18	21,791	5
8 Customer Service Representative	19,611	19,499	19,611	19,611	1,255	18,924	20
9 File Clerk	13,645	14,313	14,906	14,906	784	14,793	15
10 General Clerk	14,636	17,246	18,407	18,407	1,344	16,476	16
11 Mail Clerk	14,122	14,585	14,172	14,172	190	15,943	18
12 Payroll Clerk	21,677	21,519	21,677	21,677	259	20,903	20
13 Personnel Clerk	23,034	23,203	23,034	23,863	36	21,988	10
14 Purchasing Clerk	16,484	20,421	20,462	23,845	24	19,775	14
15 Shipping/Receiving Clerk	19,787	20,053	19,787	21,834	103	20,562	15
16 Switchboard Operator/Receptionist	14,000	16,095	15,010	18,603	46	16,124	30
SECRETARIAL POSITION							
17 Word Processing Operator	17,000	17,722	18,163	18,163	400	18,033	20
18 Secretary/Administrative Assistant	18,042	18,926	18,042	19,598	471	18,327	24
19 Senior Secretary/Administrative Assistant	24,465	23,683	24,465	24,526	702	21,152	22
20 Executive Secretary/Executive Assistant	27,712	27,556	27,712	27,844	258	27,058	31
PROFESSIONAL POSITIONS							
21 Buyer	29,864	31,383	29,967	34,256	42	32,294	13
22 Purchasing Agent	39,887	41,826	45,333	46,610	38	39,676	10
23 Accountant	27,271	29,847	29,187	32,348	177	28,088	28
24 Senior Accountant	38,204	39,340	38,204	40,275	141	36,511	13
25 Auditor	29,727	31,366	32,000	35,672	41	31,268	13
26 Senior Auditor	39,495	40,393	40,000	43,511	27	39,073	9
27 Collector	15,534	17,374	15,534	17,708	19	20,940	4
28 Compensation Analyst	36,805	34,995	36,805	36,805	35	29,600	9
29 Benefits Specialist	27,892	34,617	38,100	38,869	21	33,672	11
30 Personnel Assistant	26,668	27,394	26,668	26,668	78	27,620	11
31 Training and Development Specialist	26,345	31,166	31,089	31,817	42	31,021	14
DATA PROCESSING POSITIONS							
32 Data Entry Operator	16,848	17,638	18,765	18,765	260	16,656	22
33 Senior Data Entry Operator	17,145	19,143	19,824	19,824	45	20,339	9
34 Computer Operator	19,178	20,014	19,178	21,211	101	20,360	21
35 Senior Computer Operator	25,808	25,382	25,808	25,808	209	24,795	15
36 Programmer	27,021	28,908	30,639	30,639	96	26,561	13
37 Systems Analyst	35,100	38,999	38,800	40,156	94	36,163	10
38 Programmer/Analyst	29,611	31,347	29,611	33,706	308	32,945	15
39 Senior Programmer/Analyst	35,479	36,226	35,479	35,479	259	38,286	13
40 PC Specialist	29,611	30,343	29,611	29,611	37	31,206	13

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METROPOLITAN AREAS
Houston, TX Metropolitan Area

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,264	17,093	17,264	17,264	24	16,800	3
2 Senior Accounting Clerk	19,760	21,267	21,507	23,187	8	21,473	4
3 Accounts Payable Clerk					1		1
4 Accounts Receivable Clerk					1		1
5 Benefits Clerk		22,728	22,728		2	22,728	2
6 Clerk Typist					1		1
7 Credit and Collection Clerk	14,227	14,227	14,227	14,227	25		1
8 Customer Service Representative	14,622	18,366	19,200	19,200	26	20,799	5
9 File Clerk	13,083	13,083	13,083	13,083	15		1
10 General Clerk	15,309	15,779	15,309	15,309	5	16,484	2
11 Mail Clerk	13,603	15,300	14,300	16,536	14	16,014	4
12 Payroll Clerk	16,500	19,124	17,826	22,090	7	19,694	4
13 Personnel Clerk	17,701	17,692	17,701	17,701	8	17,676	3
16 Switchboard Operator/Receptionist	13,427	15,327	14,602	17,800	9	15,909	5
SECRETARIAL POSITION							
17 Word Processing Operator	19,614	21,190	19,614	24,350	6	21,188	3
18 Secretary/Administrative Assistant	18,800	19,444	18,800	20,350	50	19,471	6
19 Senior Secretary/Administrative Assistant	21,800	22,149	21,800	22,253	44	22,528	5
20 Executive Secretary/Executive Assistant	27,700	28,708	27,700	31,311	29	28,194	5
PROFESSIONAL POSITIONS							
21 Buyer		27,400	27,400		2	27,400	2
23 Accountant	24,000	28,978	32,296	32,296	5	26,765	3
24 Senior Accountant	35,500	36,166	35,500	35,500	10	38,828	2
25 Auditor	36,200	36,200	36,200	36,200	6		1
26 Senior Auditor	42,500	42,500	42,500	42,500	4		1
27 Collector	16,786	16,801	16,786	16,786	36	17,060	2
28 Compensation Analyst					1		1
29 Benefits Specialist		28,300	28,300		2		1
30 Personnel Assistant	20,654	22,218	23,000	23,000	3	21,827	2
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,851	14,775	14,851	14,851	48	14,549	2
33 Senior Data Entry Operator	16,656	16,656	16,656	16,656	7		1
34 Computer Operator	17,659	19,908	21,700	21,700	9	20,365	3
35 Senior Computer Operator					1		1
36 Programmer					1		1
38 Programmer/Analyst	33,300	34,341	35,121	35,121	7	34,211	2
39 Senior Programmer/Analyst	35,200	41,150	44,125	44,125	3	39,663	2
40 PC Specialist		27,569	27,569		2	27,569	2

METROPOLITAN AREAS
Indianapolis, IN

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,298	16,885	16,335	17,033	25	19,383	8
2 Senior Accounting Clerk	18,413	20,182	19,995	19,995	8	20,294	5
3 Accounts Payable Clerk	17,449	17,492	17,449	17,449	12	17,705	2
4 Accounts Receivable Clerk	12,659	15,105	15,105	17,550	8	15,105	2
5 Benefits Clerk	17,025	19,213	18,500	21,980	7	18,376	4
6 Clerk Typist	12,965	14,238	15,080	15,250	19	14,071	4
7 Credit and Collection Clerk	15,967	16,925	15,967	17,884	4	17,884	2
8 Customer Service Representative	15,456	17,744	19,502	19,725	11	18,228	3
9 File Clerk	13,158	13,258	13,158	14,168	9	13,575	4
10 General Clerk	11,889	12,398	11,889	11,889	11	13,290	2
11 Mail Clerk	11,497	12,016	11,497	11,497	33	12,888	6
12 Payroll Clerk	19,500	19,777	20,220	21,020	10	19,241	5
13 Personnel Clerk		19,444	19,444		2	19,444	2
14 Purchasing Clerk	19,140	20,092	19,695	21,045	4	20,410	3
15 Shipping/Receiving Clerk	15,558	16,059	16,206	16,412	3	16,059	3
16 Switchboard Operator/Receptionist	14,319	15,550	15,100	17,273	11	16,141	7
SECRETARIAL POSITION							
17 Word Processing Operator	15,156	14,504	15,156	15,156	13	13,591	3
18 Secretary/Administrative Assistant	17,616	18,321	17,616	17,985	51	19,374	6
19 Senior Secretary/Administrative Assistant	21,495	21,032	21,495	21,495	29	19,786	4
20 Executive Secretary/Executive Assistant	25,690	25,419	25,690	26,549	25	24,004	5
PROFESSIONAL POSITIONS							
21 Buyer	34,650	34,650	34,650	34,650	4	34,650	2
22 Purchasing Agent	26,870	38,897	44,910	44,910	3	35,890	2
23 Accountant	28,285	28,449	28,285	30,792	13	27,144	4
24 Senior Accountant	35,580	35,753	35,580	36,100	6	35,840	3
25 Auditor	28,520	29,113	28,520	30,003	5	29,262	2
26 Senior Auditor	35,050	37,590	36,325	40,130	4	38,437	3
27 Collector	15,203	15,955	15,203	15,203	23	23,852	2
28 Compensation Analyst		32,290	32,290		2	32,290	2
29 Benefits Specialist	24,000	25,760	26,640	26,640	3	25,320	2
30 Personnel Assistant		25,945	25,945		2	25,945	2
31 Training and Development Specialist	23,787	34,789	27,481	53,100	6	36,021	3
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,032	14,078	14,032	14,032	81	14,108	5
33 Senior Data Entry Operator	16,427	16,733	16,427	16,427	25	18,339	2
34 Computer Operator	17,262	19,045	18,757	20,952	25	19,353	6
35 Senior Computer Operator	21,858	23,297	23,340	24,640	14	24,021	4
36 Programmer	24,895	25,448	25,843	25,843	14	25,579	3
37 Systems Analyst	44,899	44,899	44,899	44,899	8		1
38 Programmer/Analyst	29,418	31,289	33,076	33,076	37	30,299	4
39 Senior Programmer/Analyst	38,199	37,192	38,199	38,199	61	36,745	4
40 PC Specialist	23,640	29,317	31,202	31,202	5	30,581	3

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METROPOLITAN AREAS
Kansas City, MO & KS

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,919	16,860	17,040	18,064	46	17,534	14
2 Senior Accounting Clerk	19,572	20,197	19,836	19,836	48	20,265	12
3 Accounts Payable Clerk	16,700	18,340	18,000	19,080	29	18,340	13
4 Accounts Receivable Clerk	15,219	16,578	15,225	18,750	10	16,893	6
5 Benefits Clerk	18,120	19,320	19,800	20,040	3	19,320	3
6 Clerk Typist	14,432	16,505	17,196	17,196	38	16,388	7
7 Credit and Collection Clerk	19,290	19,384	19,290	19,550	5	19,408	4
8 Customer Service Representative	18,955	20,074	18,955	21,120	147	20,268	14
9 File Clerk	9,990	11,265	11,300	11,991	18	11,661	8
10 General Clerk	14,670	14,879	14,867	15,300	101	14,168	11
11 Mail Clerk	12,132	13,357	12,297	15,028	51	14,137	11
12 Payroll Clerk	18,373	20,427	19,644	21,229	20	21,068	12
13 Personnel Clerk	17,712	18,295	18,395	18,792	10	18,306	8
14 Purchasing Clerk	16,543	17,909	16,782	19,250	18	18,028	11
15 Shipping/Receiving Clerk	15,600	16,378	16,389	17,624	16	16,172	11
16 Switchboard Operator/Receptionist	15,000	16,799	16,322	17,680	26	16,841	19
SECRETARIAL POSITION							
17 Word Processing Operator	16,692	17,981	17,940	18,264	29	18,900	9
18 Secretary/Administrative Assistant	18,200	20,168	19,820	23,316	156	19,825	17
19 Senior Secretary/Administrative Assistant	18,918	22,516	21,327	27,840	150	22,345	14
20 Executive Secretary/Executive Assistant	22,886	26,375	24,309	28,400	78	26,085	12
PROFESSIONAL POSITIONS							
21 Buyer	24,879	38,280	30,975	42,800	37	31,891	10
22 Purchasing Agent	42,984	40,998	42,984	42,984	10	33,122	5
23 Accountant	25,800	26,014	25,800	25,975	45	26,395	11
24 Senior Accountant	29,985	33,472	34,137	36,972	21	31,386	5
25 Auditor	25,494	30,568	32,244	35,300	18	30,806	7
26 Senior Auditor	28,766	30,929	28,766	28,766	10	35,876	4
27 Collector	16,800	19,228	19,035	21,500	20	20,784	5
28 Compensation Analyst	27,900	28,812	27,900	28,220	6	29,040	5
29 Benefits Specialist	24,000	25,826	24,000	24,675	9	26,739	6
30 Personnel Assistant	20,000	25,622	27,151	29,317	12	25,766	7
31 Training and Development Specialist	31,920	36,373	33,000	42,400	9	34,080	4
32 Data Entry Operator	13,978	16,126	16,825	18,500	50	16,995	11
DATA PROCESSING POSITIONS							
33 Senior Data Entry Operator	15,451	19,612	17,300	21,272	33	19,717	5
34 Computer Operator	20,000	20,878	20,500	23,999	38	20,933	15
35 Senior Computer Operator	22,520	23,899	25,725	26,025	19	23,629	7
36 Programmer	29,446	29,447	29,491	30,206	58	27,498	10
37 Systems Analyst	23,668	25,412	23,668	28,900	3	26,284	3
38 Programmer/Analyst	32,445	36,315	38,810	38,810	56	34,650	13
39 Senior Programmer/Analyst	40,080	43,823	46,053	47,183	78	40,537	11
40 PC Specialist	23,838	28,731	23,838	38,935	19	28,969	5

METROPOLITAN AREAS
Knoxville, TN

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	13,575	14,056	13,575	13,788	8	14,858	3
2 Senior Accounting Clerk	16,982	17,109	16,982	16,982	8	17,491	2
3 Accounts Payable Clerk					1		1
4 Accounts Receivable Clerk	13,242	13,242	13,242	13,242	3		1
5 Benefits Clerk					1		1
8 Customer Service Representative	14,123	16,513	17,594	18,000	33	15,429	4
9 File Clerk		11,200	11,200		2		1
11 Mail Clerk		14,163	14,163		2		1
12 Payroll Clerk	17,307	17,307	17,307	17,307	3		1
13 Personnel Clerk	20,747	20,747	20,747	20,747	3		1
14 Purchasing Clerk		14,144	14,144		2	14,144	2
15 Shipping/Receiving Clerk		15,579	15,579		2		1
16 Switchboard Operator/Receptionist	13,165	14,422	14,583	16,000	6	14,341	4
SECRETARIAL POSITION							
17 Word Processing Operator					1		1
18 Secretary/Administrative Assistant	15,250	17,313	16,800	19,030	7	17,027	3
19 Senior Secretary/Administrative Assistant	20,494	20,580	20,494	20,494	14	21,097	2
20 Executive Secretary/Executive Assistant	23,180	23,180	23,180	23,180	13		1
PROFESSIONAL POSITIONS							
21 Buyer	16,370	25,153	25,153	33,935	4	25,153	2
22 Purchasing Agent	40,861	38,358	40,861	40,861	7	32,101	2
23 Accountant	25,208	25,208	25,208	25,208	13		1
24 Senior Accountant	27,092	28,365	27,092	27,092	7	31,546	2
25 Auditor	28,000	28,000	28,000	28,000	14		1
26 Senior Auditor	34,000	34,000	34,000	34,000	15		1
28 Compensation Analyst					1		1
29 Benefits Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	16,000	16,467	16,700	16,700	3	16,350	2
34 Computer Operator		13,056	13,056		2		1
35 Senior Computer Operator					1		1
37 Systems Analyst					1		1
38 Programmer/Analyst	34,398	34,398	34,398	34,398	4		1
39 Senior Programmer/Analyst	41,781	41,781	41,781	41,781	6		1
40 PC Specialist					1		1

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METROPOLITAN AREAS
Lancaster, PA

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,600	15,578	15,808	16,016	6	15,279	3
2 Senior Accounting Clerk	17,017	19,846	17,460	23,869	5	19,449	3
3 Accounts Payable Clerk		14,587	14,587		2	14,587	2
4 Accounts Receivable Clerk					1		1
5 Benefits Clerk					1		1
6 Clerk Typist	15,100	14,564	15,100	15,300	9	14,262	3
8 Customer Service Representative	20,280	21,614	21,508	23,000	5	21,596	3
9 File Clerk	11,310	11,310	11,310	11,310	4		1
10 General Clerk	16,619	16,619	16,619	16,619	7		1
11 Mail Clerk	13,020	13,430	13,020	14,251	3	13,636	2
12 Payroll Clerk	13,758	16,258	17,836	17,836	5	15,864	4
13 Personnel Clerk		17,126	17,126		2	17,126	2
15 Shipping/Receiving Clerk					1		1
16 Switchboard Operator/Receptionist	13,293	14,112	13,880	13,980	6	14,139	5
SECRETARIAL POSITION							
17 Word Processing Operator	13,780	15,294	15,900	15,900	7	14,840	2
18 Secretary/Administrative Assistant	16,688	17,985	16,688	20,580	3	18,634	2
19 Senior Secretary/Administrative Assistant	17,005	17,606	17,005	17,005	20	20,256	3
20 Executive Secretary/Executive Assistant	23,981	24,987	23,981	27,000	3	25,491	2
PROFESSIONAL POSITIONS							
22 Purchasing Agent	23,296	23,296	23,296	23,296	12		1
23 Accountant					1		1
24 Senior Accountant	31,314	31,836	31,314	32,880	3	32,097	2
25 Auditor	27,626	27,626	27,626	27,626	5		1
26 Senior Auditor					1		1
27 Collector	17,735	17,735	17,735	17,735	8		1
29 Benefits Specialist					1		1
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator		16,470	16,470		2	16,470	2
33 Senior Data Entry Operator		24,190	24,190		2	24,190	2
34 Computer Operator	13,572	15,758	15,730	17,944	4	16,487	3
35 Senior Computer Operator	17,403	18,965	17,403	22,089	3	19,746	2
36 Programmer		25,800	25,800		2		1
38 Programmer/Analyst		28,983	28,983		2	28,983	2
39 Senior Programmer/Analyst					1		1
40 PC Specialist		21,087	21,087		2	21,087	2

METROPOLITAN AREAS
Greater Los Angeles Metro Area

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	19,656	21,555	20,080	22,854	18	21,761	7
2 Senior Accounting Clerk	25,168	26,113	26,000	26,130	18	26,916	7
3 Accounts Payable Clerk	21,008	22,156	22,360	22,360	6	22,053	4
4 Accounts Receivable Clerk	18,064	20,160	19,588	22,256	4	20,859	3
5 Benefits Clerk	23,314	23,016	23,314	24,804	5	22,321	3
6 Clerk Typist	20,000	21,594	21,411	22,821	6	22,247	3
7 Credit and Collection Clerk		25,058	25,058		2	25,058	2
8 Customer Service Representative	17,750	17,750	17,750	17,750	29		1
9 File Clerk		15,860	15,860		2		1
10 General Clerk	17,264	17,314	17,784	17,784	9	17,309	5
11 Mail Clerk	14,366	16,813	16,943	19,800	9	16,597	5
12 Payroll Clerk	23,887	24,184	23,887	24,170	9	24,720	5
13 Personnel Clerk	20,384	23,773	25,875	26,693	10	23,266	6
14 Purchasing Clerk	19,315	21,618	22,778	23,920	4	20,850	3
15 Shipping/Receiving Clerk	19,200	20,449	22,152	22,152	11	18,996	5
16 Switchboard Operator/Receptionist	19,226	20,415	21,060	21,330	20	20,167	15
SECRETARIAL POSITION							
17 Word Processing Operator	25,435	25,146	25,435	25,435	20	24,587	4
18 Secretary/Administrative Assistant	20,116	23,350	26,041	26,041	117	23,957	13
19 Senior Secretary/Administrative Assistant	27,274	26,442	28,591	28,591	128	26,699	11
20 Executive Secretary/Executive Assistant	30,118	31,836	32,240	35,983	51	34,127	10
PROFESSIONAL POSITIONS							
21 Buyer	33,810	34,265	33,834	33,834	7	34,855	3
22 Purchasing Agent	43,050	41,617	43,615	43,615	7	40,119	4
23 Accountant	28,704	29,865	28,704	28,704	20	31,107	5
24 Senior Accountant	31,668	36,194	32,506	43,758	7	35,586	5
25 Auditor					1		1
28 Compensation Analyst		40,000	40,000		2	40,000	2
29 Benefits Specialist	36,600	35,295	39,000	39,994	5	35,295	5
30 Personnel Assistant	22,937	28,022	27,924	31,408	6	28,446	4
DATA PROCESSING POSITIONS							
32 Data Entry Operator	21,468	20,516	21,468	21,468	29	18,427	5
33 Senior Data Entry Operator	28,661	27,796	28,661	28,661	20	24,335	4
34 Computer Operator	23,244	24,250	24,997	26,005	16	23,187	7
35 Senior Computer Operator	27,300	28,364	27,300	28,560	7	29,163	4
36 Programmer	34,247	33,985	35,122	35,122	8	32,849	4
37 Systems Analyst	30,524	42,243	44,778	46,241	11	47,168	5
38 Programmer/Analyst	34,105	36,941	38,903	38,903	17	36,174	6
39 Senior Programmer/Analyst	40,605	50,497	54,207	54,207	62	45,949	6
40 PC Specialist	27,560	29,676	28,565	29,570	6	30,232	4

METROPOLITAN AREAS
Madison, WI

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	13,333	14,916	13,333	17,202	51	16,876	8
2 Senior Accounting Clerk	17,899	19,514	17,899	21,240	29	21,066	10
3 Accounts Payable Clerk	16,432	19,265	16,889	23,540	14	20,153	7
4 Accounts Receivable Clerk	16,931	18,513	17,264	22,161	9	18,967	6
6 Clerk Typist	12,813	14,116	12,813	13,720	14	15,494	5
7 Credit and Collection Clerk	16,010	16,237	16,010	16,010	44	17,348	4
8 Customer Service Representative	15,371	16,537	15,371	15,703	301	19,428	12
9 File Clerk	12,272	13,223	12,272	15,368	120	14,825	7
10 General Clerk	13,166	16,392	14,061	19,718	221	15,489	6
11 Mail Clerk	13,166	13,332	13,166	13,166	68	13,594	7
12 Payroll Clerk	21,902	21,288	21,902	21,902	51	20,368	8
13 Personnel Clerk	20,730	21,294	22,526	22,526	19	20,070	4
14 Purchasing Clerk	21,647	26,102	29,994	29,994	25	22,181	7
15 Shipping/Receiving Clerk	14,810	16,335	16,702	17,501	39	17,038	10
16 Switchboard Operator/Receptionist	14,274	16,233	16,645	16,890	27	16,807	16
SECRETARIAL POSITION							
17 Word Processing Operator	17,999	17,714	17,999	17,999	65	18,017	8
18 Secretary/Administrative Assistant	18,074	21,150	22,526	22,526	51	20,200	10
19 Senior Secretary/Administrative Assistant	26,072	25,346	26,072	26,072	24	24,309	6
20 Executive Secretary/Executive Assistant	23,755	24,762	23,755	23,755	22	26,164	8
PROFESSIONAL POSITIONS							
21 Buyer		25,566	25,566		2	25,566	2
22 Purchasing Agent	24,859	30,425	24,859	41,558	4	33,209	3
23 Accountant	25,706	29,267	25,706	33,561	8	30,943	3
24 Senior Accountant	27,095	27,095	27,095	27,095	4		1
25 Auditor	23,163	24,372	23,163	25,582	4	25,582	2
26 Senior Auditor		36,565	36,565		2	36,565	2
28 Compensation Analyst		28,200	28,200		2	28,200	2
29 Benefits Specialist					1		1
30 Personnel Assistant	18,762	22,492	21,258	24,598	7	23,206	4
DATA PROCESSING POSITIONS							
32 Data Entry Operator					1		1
33 Senior Data Entry Operator	17,822	19,144	18,443	20,467	12	19,378	3
34 Computer Operator	15,664	18,665	18,585	21,298	8	18,516	6
35 Senior Computer Operator	23,733	24,643	24,700	24,700	6	24,908	3
36 Programmer	25,075	25,119	25,075	25,447	15	24,950	5
37 Systems Analyst					1		1
38 Programmer/Analyst	30,157	30,333	30,157	30,157	40	30,539	6
39 Senior Programmer/Analyst	35,064	36,174	35,064	35,880	33	39,500	6
40 PC Specialist	20,111	24,452	27,435	27,435	8	22,552	3

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METROPOLITAN AREAS
Metro New Jersey

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	19,948	20,349	19,948	19,948	29	21,544	4
2 Senior Accounting Clerk	23,702	24,940	23,702	23,702	22	26,682	4
3 Accounts Payable Clerk	18,448	22,460	24,990	25,200	8	21,408	4
4 Accounts Receivable Clerk	19,597	21,029	19,597	23,025	8	21,882	3
5 Benefits Clerk	30,733	30,733	30,733	30,733	3		1
6 Clerk Typist	19,800	19,800	19,800	19,800	12		1
7 Credit and Collection Clerk					1		1
8 Customer Service Representative	19,759	21,532	21,532	23,305	4	24,066	3
9 File Clerk	17,400	17,400	17,400	17,400	8		1
10 General Clerk	15,496	15,496	15,496	15,496	3		1
11 Mail Clerk	14,394	17,607	18,500	18,500	5	18,918	4
12 Payroll Clerk		22,715	22,715		2	23,773	3
13 Personnel Clerk					1		1
14 Purchasing Clerk		21,190	21,190		2		1
15 Shipping/Receiving Clerk		13,530	13,530		2		1
16 Switchboard Operator/Receptionist	15,954	19,802	18,267	23,862	8	21,064	4
SECRETARIAL POSITION							
17 Word Processing Operator	24,748	24,592	24,748	24,748	8	24,124	2
18 Secretary/Administrative Assistant	24,700	25,132	24,700	24,700	39	24,330	5
19 Senior Secretary/Administrative Assistant	28,532	29,605	28,532	31,100	33	28,443	5
20 Executive Secretary/Executive Assistant	32,963	35,254	32,963	39,600	9	35,502	4
PROFESSIONAL POSITIONS							
23 Accountant	32,360	30,903	32,530	32,700	8	29,100	4
24 Senior Accountant	37,223	36,345	37,223	37,223	8	34,881	3
25 Auditor					1		1
26 Senior Auditor	41,490	41,490	41,490	41,490	3		1
27 Collector					1		1
29 Benefits Specialist	30,600	32,075	30,600	33,550	4	33,550	2
30 Personnel Assistant	21,576	22,969	23,225	24,363	4	22,884	3
DATA PROCESSING POSITIONS							
32 Data Entry Operator	19,800	20,950	20,950	22,100	4	20,419	3
33 Senior Data Entry Operator	24,000	24,000	24,000	24,000	6	23,837	2
34 Computer Operator	24,400	24,400	24,400	24,400	4	25,146	2
35 Senior Computer Operator	26,600	26,600	26,600	26,600	4	27,868	2
36 Programmer	36,800	36,800	36,800	36,800	8		1
37 Systems Analyst	36,588	37,744	38,900	38,900	4	36,588	2
38 Programmer/Analyst	42,500	43,336	43,800	43,800	14	43,150	2
39 Senior Programmer/Analyst	53,400	53,185	53,400	53,400	13	46,411	3
40 PC Specialist	26,186	32,684	26,665	45,200	3	32,684	3

METROPOLITAN AREAS
Mid-Missouri

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,220	13,950	14,220	14,220	71	15,184	6
2 Senior Accounting Clerk	16,050	16,929	16,050	16,050	102	18,322	3
3 Accounts Payable Clerk	16,308	16,460	16,884	16,884	153	15,769	5
4 Accounts Receivable Clerk	11,807	12,162	11,807	11,807	18	13,404	2
5 Benefits Clerk					1		1
6 Clerk Typist	13,404	13,640	13,908	13,908	282	13,357	6
8 Customer Service Representative	14,112	14,112	14,112	14,112	6		1
9 File Clerk	11,687	13,051	13,572	13,692	41	13,110	4
10 General Clerk	15,024	14,993	15,024	15,360	137	15,380	7
11 Mail Clerk	11,807	11,816	11,807	11,807	17	11,884	2
12 Payroll Clerk	16,836	16,719	17,700	17,700	111	15,529	5
13 Personnel Clerk		15,341	15,341		2	15,341	2
14 Purchasing Clerk	14,267	14,383	14,267	14,267	95	17,022	2
15 Shipping/Receiving Clerk	13,776	14,957	14,460	14,460	23	15,075	6
16 Switchboard Operator/Receptionist	14,124	13,988	14,328	14,433	65	14,425	6
SECRETARIAL POSITION							
17 Word Processing Operator	14,868	15,114	15,012	15,492	1,134	14,470	8
18 Secretary/Administrative Assistant	14,319	15,748	15,828	16,572	434	16,042	8
19 Senior Secretary/Administrative Assistant	16,642	17,706	16,642	18,528	509	19,122	6
20 Executive Secretary/Executive Assistant	19,547	19,713	19,547	19,547	245	22,826	3
PROFESSIONAL POSITIONS							
21 Buyer	20,244	21,587	20,244	20,244	6	24,274	5
22 Purchasing Agent	25,789	26,773	25,789	27,624	13	27,153	6
23 Accountant	21,372	22,125	21,372	22,128	72	23,493	6
24 Senior Accountant	22,337	30,927	33,660	33,660	21	32,711	6
25 Auditor	28,776	28,878	28,776	28,776	21	29,487	4
26 Senior Auditor	37,188	36,458	37,188	37,188	8	34,266	4
27 Collector					1		1
28 Compensation Analyst	24,706	31,726	34,692	34,692	17	27,871	5
30 Personnel Assistant	26,340	25,908	26,604	26,604	37	25,573	6
31 Training and Development Specialist	34,152	34,821	34,812	34,812	15	34,564	6
DATA PROCESSING POSITIONS							
32 Data Entry Operator	12,505	13,900	14,357	14,892	28	13,970	5
33 Senior Data Entry Operator	17,568	17,299	17,568	17,568	48	16,470	4
34 Computer Operator	22,284	21,756	22,284	22,284	23	20,403	5
35 Senior Computer Operator	19,919	23,910	25,344	25,344	26	24,831	5
36 Programmer	22,827	27,394	27,891	33,168	12	27,506	6
37 Systems Analyst	30,348	32,036	30,348	35,186	11	34,249	5
38 Programmer/Analyst	20,599	27,848	30,528	30,528	130	27,709	5
39 Senior Programmer/Analyst	27,212	31,878	35,688	35,688	84	31,925	6
40 PC Specialist	25,921	26,001	25,921	26,160	3	26,041	3

TABLE : A-59

METROPOLITAN AREAS
Milwaukee, WI

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	16,723	17,323	16,923	18,154	22	17,575	4
2 Senior Accounting Clerk	21,626	21,895	21,626	21,626	14	22,408	5
3 Accounts Payable Clerk	20,670	20,228	20,670	20,670	5	19,933	3
4 Accounts Receivable Clerk	12,600	14,733	12,600	19,000	3	15,800	2
8 Customer Service Representative	18,364	18,163	18,364	18,364	50	17,528	3
9 File Clerk	12,380	12,747	12,380	13,528	23	13,021	5
10 General Clerk	13,050	14,175	13,050	16,820	11	15,917	3
11 Mail Clerk	13,194	13,304	13,194	13,194	61	13,876	5
12 Payroll Clerk	18,671	18,671	18,671	18,671	4	18,671	2
14 Purchasing Clerk	17,940	19,220	17,940	21,780	3	19,220	3
15 Shipping/Receiving Clerk	13,869	14,010	13,869	13,869	26	14,479	3
16 Switchboard Operator/Receptionist	14,931	15,422	14,931	15,600	19	16,210	6
SECRETARIAL POSITION							
17 Word Processing Operator	15,795	17,923	15,795	17,910	29	19,085	6
18 Secretary/Administrative Assistant	19,192	19,491	19,192	19,192	53	19,078	6
19 Senior Secretary/Administrative Assistant	19,988	21,585	21,184	21,184	35	22,087	5
20 Executive Secretary/Executive Assistant	26,000	26,443	26,000	26,000	8	26,885	4
PROFESSIONAL POSITIONS							
21 Buyer	24,602	24,602	24,602	24,602	6	24,602	2
23 Accountant	22,870	26,496	28,708	28,708	8	26,430	5
24 Senior Accountant	25,500	29,100	25,500	34,500	5	31,500	3
25 Auditor	33,500	33,500	33,500	33,500	22		1
26 Senior Auditor	38,600	38,600	38,600	38,600	15		1
28 Compensation Analyst		34,200	34,200		2	34,200	2
29 Benefits Specialist		28,000	28,000		2	28,000	2
30 Personnel Assistant		32,450	32,450		2	32,450	2
31 Training and Development Specialist		33,200	33,200		2	33,200	2
DATA PROCESSING POSITIONS							
32 Data Entry Operator		15,940	15,940		2		1
34 Computer Operator	22,835	22,166	22,835	22,835	12	21,497	3
35 Senior Computer Operator	28,421	28,421	28,421	28,421	4	28,421	2
36 Programmer	27,855	27,766	27,855	27,855	30	27,478	4
37 Systems Analyst	30,308	38,260	41,740	41,740	11	38,658	5
38 Programmer/Analyst	36,467	36,352	36,467	36,467	78	34,978	3
39 Senior Programmer/Analyst	43,519	43,519	43,519	43,519	44	43,519	2
40 PC Specialist	36,206	36,148	36,206	36,206	6	36,119	4

METROPOLITAN AREAS
Minneapolis, MN

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,304	18,650	20,114	20,114	64	18,039	19
2 Senior Accounting Clerk	20,100	21,246	20,100	22,500	27	21,423	10
3 Accounts Payable Clerk	16,806	18,772	18,840	20,452	55	18,480	19
4 Accounts Receivable Clerk	17,250	19,392	17,250	22,942	34	20,268	14
5 Benefits Clerk	18,117	20,462	18,117	23,937	16	22,286	9
6 Clerk Typist	17,250	18,506	18,069	20,925	26	17,657	4
7 Credit and Collection Clerk	19,000	19,291	19,000	19,000	178	20,372	7
8 Customer Service Representative	17,750	20,056	18,294	23,161	118	20,497	14
9 File Clerk	11,613	13,176	11,957	13,719	50	14,793	11
10 General Clerk	12,300	14,501	13,600	15,750	87	15,356	13
11 Mail Clerk	13,441	14,724	14,000	16,200	45	15,622	16
12 Payroll Clerk	21,098	22,717	22,341	24,250	42	23,512	17
13 Personnel Clerk	20,960	22,848	23,900	25,610	18	21,937	11
14 Purchasing Clerk	17,500	19,021	17,500	21,322	15	19,875	8
15 Shipping/Receiving Clerk	14,079	16,351	16,487	17,100	26	17,351	11
16 Switchboard Operator/Receptionist	16,656	17,443	17,618	17,900	61	17,338	28
SECRETARIAL POSITION							
17 Word Processing Operator	17,098	19,392	20,020	22,231	36	20,036	12
18 Secretary/Administrative Assistant	19,735	20,411	21,195	21,195	166	19,648	20
19 Senior Secretary/Administrative Assistant	22,485	24,315	22,968	25,700	154	23,879	19
20 Executive Secretary/Executive Assistant	25,780	27,253	26,724	28,937	65	27,776	17
PROFESSIONAL POSITIONS							
21 Buyer	27,227	27,913	27,627	30,000	16	27,929	9
22 Purchasing Agent	29,903	34,685	29,903	47,060	9	34,216	6
23 Accountant	25,725	27,825	27,034	28,850	28	28,695	17
24 Senior Accountant	29,685	31,981	29,685	33,530	27	33,877	12
25 Auditor	27,740	28,158	27,740	27,740	58	29,334	7
26 Senior Auditor	32,700	34,812	32,700	35,615	27	39,231	7
27 Collector	12,480	15,876	12,480	12,480	74	21,940	3
28 Compensation Analyst	28,300	33,105	34,883	36,067	6	33,105	6
29 Benefits Specialist	26,900	30,380	30,335	34,179	7	30,380	7
30 Personnel Assistant	23,800	27,596	29,857	29,857	16	26,598	10
31 Training and Development Specialist	28,993	33,530	31,163	38,970	8	34,257	5
DATA PROCESSING POSITIONS							
32 Data Entry Operator	15,800	16,539	16,750	16,750	53	17,518	10
33 Senior Data Entry Operator	17,100	19,620	18,450	21,199	13	20,088	7
34 Computer Operator	19,421	20,567	20,500	22,465	32	20,193	12
35 Senior Computer Operator	19,013	24,807	24,550	29,200	34	24,641	10
36 Programmer	26,762	29,213	28,916	28,916	60	28,977	8
37 Systems Analyst	36,990	38,681	37,651	40,850	25	38,719	9
38 Programmer/Analyst	32,591	34,797	34,324	36,000	83	33,850	14
39 Senior Programmer/Analyst	36,165	38,208	36,165	39,900	65	39,111	12
40 PC Specialist	26,000	29,662	28,650	32,700	18	30,108	11

METROPOLITAN AREAS
Greater Omaha, NE

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,821	15,425	15,917	16,500	72	15,288	13
2 Senior Accounting Clerk	16,680	18,286	16,680	22,610	50	19,782	8
3 Accounts Payable Clerk	16,016	16,376	16,617	16,617	21	15,877	8
4 Accounts Receivable Clerk	16,316	16,796	17,562	17,562	15	16,042	6
5 Benefits Clerk	17,849	18,524	19,198	19,198	8	17,849	2
6 Clerk Typist	12,230	13,092	13,371	14,133	10	12,577	4
7 Credit and Collection Clerk	15,195	15,972	16,598	16,598	13	14,916	4
8 Customer Service Representative	15,038	16,368	16,500	17,186	113	16,483	10
9 File Clerk	10,520	11,906	11,627	13,158	64	11,508	6
10 General Clerk	13,280	13,298	13,307	13,307	64	13,059	7
11 Mail Clerk	10,477	12,574	12,667	14,935	34	12,622	8
12 Payroll Clerk	16,765	17,783	16,931	19,198	25	17,978	8
13 Personnel Clerk					1		1
14 Purchasing Clerk	16,619	16,504	17,526	17,526	19	15,522	5
15 Shipping/Receiving Clerk	13,521	14,811	15,350	15,350	9	14,238	5
16 Switchboard Operator/Receptionist	13,570	14,053	13,570	14,222	25	14,143	13
SECRETARIAL POSITION							
17 Word Processing Operator	15,167	15,036	15,167	15,640	23	15,416	9
18 Secretary/Administrative Assistant	17,648	17,386	17,648	17,648	158	16,172	11
19 Senior Secretary/Administrative Assistant	19,835	19,932	19,835	19,835	93	20,944	9
20 Executive Secretary/Executive Assistant	19,178	23,603	20,465	25,326	30	24,983	10
PROFESSIONAL POSITIONS							
21 Buyer	23,156	23,564	23,736	23,736	10	23,546	3
22 Purchasing Agent	17,347	27,543	32,763	35,359	9	28,496	5
23 Accountant	22,984	25,565	24,512	26,725	24	24,804	6
24 Senior Accountant	27,206	29,263	27,206	33,654	10	29,765	4
25 Auditor	22,256	22,256	22,256	22,256	3	22,256	2
26 Senior Auditor	23,278	30,554	30,493	30,780	6	32,388	4
27 Collector	17,056	19,006	17,056	22,806	33	19,568	6
28 Compensation Analyst	24,084	27,476	27,798	28,078	6	27,411	5
29 Benefits Specialist	19,198	21,948	19,198	21,578	13	24,690	7
30 Personnel Assistant	19,198	19,833	19,198	20,404	13	19,263	7
31 Training and Development Specialist	16,500	23,142	23,782	23,782	26	24,968	5
DATA PROCESSING POSITIONS							
32 Data Entry Operator	11,877	12,726	12,022	12,324	30	13,110	9
33 Senior Data Entry Operator	20,004	19,107	20,004	20,004	5	17,761	3
34 Computer Operator	15,678	16,624	16,203	19,084	22	17,064	10
35 Senior Computer Operator	17,909	22,563	20,812	27,500	9	21,959	7
36 Programmer	25,722	25,234	26,419	26,419	38	23,677	8
37 Systems Analyst	28,221	32,846	30,500	38,313	21	34,837	9
38 Programmer/Analyst	28,125	30,701	32,352	32,352	22	31,100	5
39 Senior Programmer/Analyst	36,400	37,403	37,428	37,428	15	37,082	4
40 PC Specialist	19,334	24,929	26,250	29,510	7	25,132	5

METROPOLITAN AREAS

Orlando, FL

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	16,321	16,321	16,321	16,321	12		1
2 Senior Accounting Clerk	20,140	20,140	20,140	20,140	4		1
8 Customer Service Representative	23,920	22,800	23,920	23,920	3	19,594	2
10 General Clerk	15,512	15,129	15,512	15,512	23	14,410	2
11 Mail Clerk					1		1
13 Personnel Clerk		21,325	21,325		2		1
14 Purchasing Clerk		18,221	18,221		2		1
16 Switchboard Operator/Receptionist	14,872	16,957	18,000	18,000	5	16,436	4
SECRETARIAL POSITION							
18 Secretary/Administrative Assistant	17,516	19,601	20,800	20,800	24	19,353	4
19 Senior Secretary/Administrative Assistant	19,128	22,057	24,400	24,400	19	21,764	3
20 Executive Secretary/Executive Assistant	20,557	23,584	25,250	25,500	10	23,686	5
22 Purchasing Agent					1		1
23 Accountant	27,722	27,757	27,722	27,722	9	27,861	3
30 Personnel Assistant					1		1
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator		14,570	14,570		2		1
33 Senior Data Entry Operator					1		1
34 Computer Operator					1		1
35 Senior Computer Operator					1		1
36 Programmer	34,000	32,286	34,000	34,000	7	28,000	2
37 Systems Analyst	36,000	37,426	40,000	40,000	20	31,132	4
38 Programmer/Analyst	41,000	41,000	41,000	41,000	22		1
39 Senior Programmer/Analyst	45,000	44,528	45,000	45,000	26	43,977	2
40 PC Specialist	36,000	34,230	36,000	36,000	10	28,036	3

METROPOLITAN AREAS

Philadelphia, PA Metropolitan Area

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	16,079	17,553	18,017	18,667	8	17,799	7
2 Senior Accounting Clerk	18,807	20,591	19,325	23,341	24	20,408	10
3 Accounts Payable Clerk	16,100	18,337	18,122	20,320	30	18,084	15
4 Accounts Receivable Clerk	20,740	20,618	21,531	21,531	38	19,521	11
5 Benefits Clerk	17,074	20,682	20,355	22,734	6	21,404	5
6 Clerk Typist	15,000	15,616	15,617	16,000	74	15,945	8
7 Credit and Collection Clerk	16,895	17,396	16,895	16,895	9	18,022	2
8 Customer Service Representative	16,000	21,515	23,062	24,300	120	22,016	11
9 File Clerk	12,632	13,523	12,632	13,762	69	15,161	7
10 General Clerk	13,380	14,807	15,060	15,060	18	15,420	6
11 Mail Clerk	14,226	15,169	15,191	15,232	34	16,192	14
12 Payroll Clerk	20,600	24,080	24,300	28,900	11	22,720	8
13 Personnel Clerk	22,526	21,615	[illegible],526	22,526	5	20,249	2
14 Purchasing Clerk	15,600	18,367	17,202	22,300	3	18,367	3
15 Shipping/Receiving Clerk	15,735	16,032	15,869	16,285	13	16,462	7
16 Switchboard Operator/Receptionist	15,950	16,759	16,857	16,857	33	16,985	17
SECRETARIAL POSITION							
17 Word Processing Operator	16,184	17,689	17,3[illegible]	19,240	36	18,227	6
18 Secretary/Administrative Assistant	19,372	20,107	19,907	21,174	156	20,394	18
19 Senior Secretary/Administrative Assistant	22,843	24,531	24,800	26,208	109	24,169	15
20 Executive Secretary/Executive Assistant	24,050	26,716	26,708	27,900	61	28,080	14
PROFESSIONAL POSITIONS							
21 Buyer	28,698	40,557	48,113	48,113	24	31,366	6
22 Purchasing Agent	28,670	31,959	31,235	38,700	10	33,102	6
23 Accountant	25,400	28,551	26,523	29,000	35	28,387	15
24 Senior Accountant	33,000	35,573	33,523	40,000	24	38,547	10
25 Auditor		29,769	29,769		2	29,769	2
26 Senior Auditor	34,987	43,936	48,947	48,947	39	41,967	3
27 Collector	21,235	21,235	21,235	21,235	8		1
28 Compensation Analyst	29,203	30,116	30,000	30,000	10	30,231	5
29 Benefits Specialist	24,600	26,131	25,305	28,475	6	26,437	5
30 Personnel Assistant	27,706	29,243	29,948	29,948	7	28,714	4
31 Training and Development Specialist	35,000	36,550	35,250	35,250	5	36,938	4
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,476	16,204	16,650	16,650	116	16,576	8
33 Senior Data Entry Operator	18,800	19,263	18,800	19,400	79	19,245	5
34 Computer Operator	19,500	21,160	20,800	21,761	31	21,129	12
35 Senior Computer Operator	24,801	24,523	25,400	25,542	25	23,994	11
36 Programmer	30,000	32,709	35,167	35,167	71	29,179	9
37 Systems Analyst	32,350	36,685	33,300	38,019	41	33,508	11
38 Programmer/Analyst	47,604	44,917	47,604	47,604	376	36,805	13
39 Senior Programmer/Analyst	39,400	41,644	42,488	44,300	64	43,177	9
40 PC Specialist	24,600	26,382	24,600	28,483	18	27,605	7

METROPOLITAN AREAS
Pittsburgh, PA

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	12,240	15,407	15,000	19,864	7	15,876	4
2 Senior Accounting Clerk	15,890	18,695	17,300	21,500	4	18,695	4
3 Accounts Payable Clerk	15,140	15,944	16,210	16,748	4	15,944	4
4 Accounts Receivable Clerk		15,644	15,644		2	15,644	3
5 Benefits Clerk	28,272	28,272	28,272	28,272	4		1
6 Clerk Typist	13,516	14,979	13,632	15,162	8	15,786	5
8 Customer Service Representative	25,331	24,461	25,331	25,331	3	19,244	2
9 File Clerk	11,940	11,940	11,940	11,940	3		1
10 General Clerk	15,610	15,815	16,020	16,020	5	15,610	3
11 Mail Clerk	12,756	17,890	21,000	21,468	5	18,408	3
12 Payroll Clerk	16,236	22,115	20,372	29,736	3	22,115	4
14 Purchasing Clerk	16,702	20,036	18,102	23,370	4	20,036	4
15 Shipping/Receiving Clerk		14,000	14,000		2		1
16 Switchboard Operator/Receptionist	15,200	19,434	20,596	23,095	10	16,993	7
SECRETARIAL POSITION							
17 Word Processing Operator	16,900	20,282	22,652	23,804	6	18,521	4
18 Secretary/Administrative Assistant	16,880	19,530	16,900	22,180	13	20,407	4
19 Senior Secretary/Administrative Assistant	17,900	19,278	18,800	20,025	16	19,485	4
20 Executive Secretary/Executive Assistant	23,750	25,452	23,800	27,108	17	25,884	7
PROFESSIONAL POSITIONS							
21 Buyer	32,250	36,159	36,048	40,044	4	36,147	4
22 Purchasing Agent					1		1
23 Accountant	28,650	35,375	39,879	39,879	12	29,161	5
24 Senior Accountant	26,448	39,022	37,500	52,896	5	35,553	4
25 Auditor	21,250	23,650	21,250	27,250	10	24,250	2
26 Senior Auditor	27,500	33,572	34,632	37,300	8	34,560	5
27 Collector					1		1
28 Compensation Analyst					1		1
29 Benefits Specialist	34,900	34,900	34,900	34,900	3		1
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,000	15,050	14,000	15,280	23	16,024	5
33 Senior Data Entry Operator	16,922	22,543	22,982	28,164	4	20,669	3
34 Computer Operator	18,300	25,576	27,672	30,408	6	27,395	5
35 Senior Computer Operator		26,376	26,376		2	26,376	2
37 Systems Analyst		44,676	44,676		2	44,676	2
38 Programmer/Analyst	32,376	37,545	39,972	39,972	7	34,308	3
39 Senior Programmer/Analyst	31,056	34,604	31,056	41,700	6	36,378	2
40 PC Specialist	27,546	34,881	35,108	42,216	4	32,436	3

METROPOLITAN AREAS
Portland, ME

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,631	17,908	17,700	18,762	11	17,363	6
2 Senior Accounting Clerk	19,421	20,228	20,250	21,035	4	20,228	4
3 Accounts Payable Clerk	14,900	15,922	14,900	14,900	5	17,454	2
4 Accounts Receivable Clerk					1		1
5 Benefits Clerk		18,370	18,370		2	18,370	2
6 Clerk Typist	16,142	16,532	16,142	16,922	4	16,922	2
7 Credit and Collection Clerk		16,100	16,100		2		1
8 Customer Service Representative	22,930	22,486	22,930	22,930	57	21,645	3
9 File Clerk	14,135	15,183	14,205	17,209	3	15,183	3
10 General Clerk	15,280	15,991	15,991	16,702	4	15,991	2
11 Mail Clerk	13,379	14,440	13,379	14,280	9	15,540	4
12 Payroll Clerk	18,500	21,720	23,132	23,528	3	21,720	3
13 Personnel Clerk		17,900	17,900		2		1
14 Purchasing Clerk					1		1
16 Switchboard Operator/Receptionist	13,000	15,647	15,701	17,600	6	16,176	5
SECRETARIAL POSITION							
17 Word Processing Operator	20,305	21,451	21,379	22,598	4	21,475	3
18 Secretary/Administrative Assistant	18,016	22,101	24,586	24,586	35	20,076	4
19 Senior Secretary/Administrative Assistant	20,311	20,168	20,311	20,311	31	19,756	2
20 Executive Secretary/Executive Assistant	24,200	24,610	25,272	25,272	18	23,960	5
PROFESSIONAL POSITIONS							
21 Buyer	37,400	43,098	37,400	51,400	12	41,524	3
22 Purchasing Agent		26,457	26,457		2		1
23 Accountant	31,045	32,966	33,300	33,300	7	33,271	3
24 Senior Accountant	34,350	34,466	34,350	34,583	4	34,583	2
25 Auditor		28,250	28,250		2		1
26 Senior Auditor	34,085	33,347	34,085	34,085	11	32,055	2
28 Compensation Analyst					1		1
29 Benefits Specialist		36,210	36,210		2	36,210	2
30 Personnel Assistant		26,534	26,534		2	26,534	2
31 Training and Development Specialist	32,709	32,709	32,709	32,709	3		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	18,224	18,330	18,224	18,224	25	18,157	4
33 Senior Data Entry Operator	17,147	19,847	17,147	25,247	3	21,197	2
34 Computer Operator	20,100	22,860	25,417	25,417	13	21,426	3
35 Senior Computer Operator		20,530	20,530		2	20,530	2
36 Programmer	31,459	31,064	31,459	31,459	17	33,282	3
37 Systems Analyst	38,190	38,190	38,190	38,190	9		1
38 Programmer/Analyst	33,988	34,243	34,493	34,493	14	33,994	3
39 Senior Programmer/Analyst	36,214	36,214	36,214	36,214	3		1
40 PC Specialist	28,000	31,431	33,147	33,147	3	30,574	2

METROPOLITAN AREAS
Portland, OR

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,200	16,066	15,200	18,600	6	16,500	4
2 Senior Accounting Clerk	22,859	22,259	22,859	22,859	29	20,641	7
3 Accounts Payable Clerk	19,020	19,792	19,585	21,798	11	19,040	7
4 Accounts Receivable Clerk	18,100	18,368	18,100	18,213	16	18,127	7
6 Clerk Typist	18,533	21,282	22,460	22,460	20	20,497	2
7 Credit and Collection Clerk	19,800	21,900	24,000	24,000	4	19,800	2
8 Customer Service Representative	18,257	18,801	18,257	18,257	26	19,361	3
9 File Clerk	16,700	16,873	16,700	16,700	38	15,607	3
10 General Clerk	13,800	13,885	13,800	13,800	73	14,507	3
11 Mail Clerk	15,900	18,083	16,760	21,878	17	17,275	4
12 Payroll Clerk	19,760	22,241	23,524	23,524	9	21,875	7
13 Personnel Clerk	21,840	23,034	25,444	25,444	11	20,771	5
14 Purchasing Clerk	16,380	20,140	20,280	22,200	6	21,045	4
15 Shipping/Receiving Clerk	17,550	18,455	17,550	21,542	10	18,230	4
16 Switchboard Operator/Receptionist	16,600	17,265	16,600	17,355	28	17,652	11
SECRETARIAL POSITION							
17 Word Processing Operator	16,900	17,428	16,900	16,900	20	18,516	4
18 Secretary/Administrative Assistant	17,743	18,239	18,300	18,300	49	19,017	9
19 Senior Secretary/Administrative Assistant	20,900	22,683	20,900	22,484	29	23,705	6
20 Executive Secretary/Executive Assistant	22,800	26,400	26,976	26,976	10	26,154	7
PROFESSIONAL POSITIONS							
21 Buyer	33,883	33,869	34,717	34,717	10	32,167	3
22 Purchasing Agent		29,990	29,990		2	29,990	2
23 Accountant	20,280	25,971	29,293	30,000	5	27,393	4
24 Senior Accountant	41,704	42,774	41,704	44,914	3	43,309	2
25 Auditor		32,043	32,043		2		1
26 Senior Auditor		41,200	41,200		2		1
27 Collector	23,800	24,354	23,800	23,800	7	25,093	3
28 Compensation Analyst					1		1
29 Benefits Specialist		28,546	28,546		2	28,546	2
30 Personnel Assistant	24,200	29,896	24,200	34,560	5	31,320	4
31 Training and Development Specialist	32,201	35,829	38,600	38,600	6	33,057	3
DATA PROCESSING POSITIONS							
32 Data Entry Operator	15,600	16,559	16,300	16,740	26	16,865	9
33 Senior Data Entry Operator	23,181	23,760	23,181	24,918	4	24,050	3
34 Computer Operator	19,760	22,174	22,400	22,400	10	21,096	5
35 Senior Computer Operator	23,100	23,013	23,369	23,369	9	22,390	3
36 Programmer	26,901	28,934	26,901	33,000	3	29,951	2
37 Systems Analyst	37,900	38,533	37,900	37,900	8	40,430	2
38 Programmer/Analyst	34,500	37,091	34,500	41,906	17	37,386	5
39 Senior Programmer/Analyst	38,515	39,156	38,600	38,600	10	40,031	4
40 PC Specialist	26,500	26,603	26,500	26,500	11	26,878	3

METROPOLITAN AREAS
Providence, RI

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,000	16,415	17,185	17,185	5	15,902	3
2 Senior Accounting Clerk		26,179	26,179		2	26,179	2
3 Accounts Payable Clerk	13,624	16,337	17,000	18,388	3	16,337	3
4 Accounts Receivable Clerk		16,276	16,276		2		1
5 Benefits Clerk		21,462	21,462		2	21,462	2
8 Customer Service Representative	16,660	18,446	19,297	19,297	3	17,706	2
11 Mail Clerk	13,647	14,260	13,647	14,874	4	14,874	2
12 Payroll Clerk		20,516	20,516		2	20,516	3
13 Personnel Clerk					1		1
14 Purchasing Clerk		19,680	19,680		2	19,680	2
15 Shipping/Receiving Clerk	17,714	17,714	17,714	17,714	4		1
16 Switchboard Operator/Receptionist	15,500	16,078	15,500	15,600	5	16,223	4
SECRETARIAL POSITION							
17 Word Processing Operator	19,137	19,581	19,137	19,137	6	20,469	2
18 Secretary/Administrative Assistant	17,390	20,294	21,925	21,925	15	21,330	3
19 Senior Secretary/Administrative Assistant		25,597	25,597		2		1
20 Executive Secretary/Executive Assistant					1		1
PROFESSIONAL POSITIONS							
21 Buyer		23,649	23,649		2	23,649	2
22 Purchasing Agent					1		1
23 Accountant	25,459	25,525	25,459	25,459	10	25,833	3
24 Senior Accountant	31,781	31,781	31,781	31,781	9		1
25 Auditor	30,895	30,895	30,895	30,895	5		1
26 Senior Auditor	38,417	38,417	38,417	38,417	3		1
28 Compensation Analyst					1		1
29 Benefits Specialist		39,295	39,295		2	39,295	2
30 Personnel Assistant	20,000	21,715	21,180	23,430	4	22,286	3
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	16,978	16,978	16,978	16,978	9		1
33 Senior Data Entry Operator	20,468	20,014	20,468	20,468	5	19,334	2
34 Computer Operator					1		1
35 Senior Computer Operator	25,680	25,680	25,680	25,680	3		1
36 Programmer	22,000	27,238	30,380	30,380	8	26,190	2
37 Systems Analyst					1		1
38 Programmer/Analyst	37,796	36,596	37,796	37,796	9	32,398	2
39 Senior Programmer/Analyst	31,100	41,100	46,100	46,100	3	38,600	2
40 PC Specialist	59,591	52,873	59,591	59,591	5	42,796	2

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METROPOLITAN AREAS
Quad Cities IL & IA

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	14,374	17,864	14,374	23,916	19	18,093	5
2 Senior Accounting Clerk	17,179	24,726	29,895	29,895	7	20,849	4
3 Accounts Payable Clerk		14,977	14,977		2	14,977	2
4 Accounts Receivable Clerk	16,800	16,688	16,800	16,800	16	15,900	2
5 Benefits Clerk	15,708	15,708	15,708	15,708	4		1
6 Clerk Typist	14,538	15,014	14,538	15,732	11	15,090	3
8 Customer Service Representative	13,981	15,611	13,981	17,610	11	16,330	3
9 File Clerk	12,402	14,242	15,400	15,400	35	13,336	4
10 General Clerk	12,980	15,648	12,980	22,428	22	18,169	4
11 Mail Clerk	13,208	15,033	14,620	16,032	6	15,239	4
12 Payroll Clerk	17,395	19,387	20,922	21,378	4	19,387	4
13 Personnel Clerk		17,338	17,338		2	17,338	2
14 Purchasing Clerk	16,835	17,905	16,835	17,333	5	18,173	4
15 Shipping/Receiving Clerk	16,146	15,928	16,146	17,756	7	15,100	3
16 Switchboard Operator/Receptionist	14,009	18,348	17,336	23,376	12	16,251	6
SECRETARIAL POSITION							
17 Word Processing Operator	18,620	18,756	18,620	19,944	23	17,015	3
18 Secretary/Administrative Assistant	21,223	21,408	23,724	23,724	26	18,807	6
19 Senior Secretary/Administrative Assistant	26,002	25,998	27,468	27,468	31	22,334	5
20 Executive Secretary/Executive Assistant	27,450	30,473	30,354	35,059	8	29,243	5
PROFESSIONAL POSITIONS							
21 Buyer					1		1
22 Purchasing Agent		44,052	44,052		2		1
23 Accountant	26,000	32,782	35,076	37,080	6	31,922	5
24 Senior Accountant	45,134	42,007	45,134	45,134	9	35,754	3
26 Senior Auditor		47,244	47,244		2		1
DATA PROCESSING POSITIONS							
29 Benefits Specialist		39,672	39.672		2		1
Data Entry Operator	14,297	16,682	14,297	22,620	11	16,499	4
33 Senior Data Entry Operator		18,006	18,006		2		1
Computer Operator	13,592	18,663	17,296	23,734	4	20,353	3
35 Senior Computer Operator	24,346	28,307	24,346	34,908	8	29,627	2
36 Programmer	23,504	25,153	25,869	26,244	10	24,390	4
37 Systems Analyst					1		1
38 Programmer/Analyst	27,054	27,826	27,054	27,054	10	29,628	3
39 Senior Programmer/Analyst	34,945	36,774	34,945	39,876	36	43,747	3
40 PC Specialist	30,711	32,742	34,772	34,772	4	30,711	2

METROPOLITAN AREAS
Reading, PA

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,012	15,943	15,218	16,260	62	16,145	11
2 Senior Accounting Clerk	16,688	18,407	17,212	21,000	30	20,744	8
3 Accounts Payable Clerk	15,200	17,099	16,347	16,347	27	18,834	8
4 Accounts Receivable Clerk	14,840	17,393	16,224	17,472	12	18,840	7
5 Benefits Clerk	21,112	22,427	22,400	23,230	7	22,562	4
6 Clerk Typist	13,800	15,563	14,918	15,080	26	16,347	8
7 Credit and Collection Clerk	22,900	26,300	28,000	28,000	3	25,450	2
8 Customer Service Representative	14,965	18,859	14,965	24,000	42	21,574	7
9 File Clerk	12,870	14,571	13,344	14,000	6	15,304	4
10 General Clerk	14,315	15,484	15,388	15,388	20	17,061	5
11 Mail Clerk	14,109	16,869	14,709	19,604	11	17,426	6
12 Payroll Clerk	16,440	20,836	19,549	25,400	18	19,683	7
13 Personnel Clerk	13,260	18,500	21,120	21,120	3	17,190	2
14 Purchasing Clerk	16,900	19,588	18,772	24,000	7	18,853	6
15 Shipping/Receiving Clerk	15,500	19,535	17,680	24,000	11	20,716	5
16 Switchboard Operator/Receptionist	16,160	17,295	16,328	18,512	16	17,703	12
SECRETARIAL POSITION							
17 Word Processing Operator	17,676	17,820	17,676	17,676	22	17,906	6
18 Secretary/Administrative Assistant	17,948	19,494	20,000	20,000	92	20,007	10
19 Senior Secretary/Administrative Assistant	20,332	21,986	21,443	23,470	58	24,584	9
20 Executive Secretary/Executive Assistant	23,500	26,529	25,266	31,000	38	26,321	12
PROFESSIONAL POSITIONS							
21 Buyer	34,010	34,282	34,010	38,900	9	32,284	5
23 Accountant	20,000	23,249	22,400	24,140	39	25,411	9
24 Senior Accountant	17,612	26,858	28,888	33,436	21	31,047	9
25 Auditor	25,033	28,131	25,033	33,107	7	26,880	3
26 Senior Auditor	29,950	39,765	42,588	42,588	7	40,213	3
27 Collector	16,556	17,339	16,556	16,556	9	20,078	2
28 Compensation Analyst					1		1
29 Benefits Specialist	28,180	32,496	34,260	36,812	4	32,496	4
30 Personnel Assistant	24,000	26,491	27,982	28,982	4	26,491	4
31 Training and Development Specialist		34,350	34,350		2	34,350	2
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,765	14,770	14,765	14,765	25	14,664	3
33 Senior Data Entry Operator	13,027	16,836	18,451	19,351	8	17,946	5
34 Computer Operator	20,137	22,175	20,137	24,337	10	22,833	6
35 Senior Computer Operator	19,140	25,029	24,804	31,144	3	25,029	3
36 Programmer	23,725	25,552	23,725	26,000	7	26,923	4
37 Systems Analyst	29,665	35,013	38,400	38,400	9	33,320	6
38 Programmer/Analyst	38,900	37,195	38,992	38,992	17	34,443	7
39 Senior Programmer/Analyst	41,625	42,209	41,863	44,945	12	40,371	5
40 PC Specialist	23,712	26,227	23,750	28,500	6	26,722	5

METROPOLITAN AREAS
Research Triangle, NC

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	18,336	18,836	18,560	18,894	30	18,897	6
2 Senior Accounting Clerk	25,293	24,896	25,293	25,293	87	23,719	6
3 Accounts Payable Clerk	19,400	19,808	19,400	20,579	13	19,989	3
4 Accounts Receivable Clerk	18,713	18,840	18,966	18,966	4	18,713	2
5 Benefits Clerk	23,000	23,000	23,000	23,000	3	19,060	3
6 Clerk Typist	15,120	16,028	15,961	15,961	23	16,469	4
7 Credit and Collection Clerk	19,000	19,200	19,333	19,333	5	19,167	2
8 Customer Service Representative	20,180	21,177	20,821	21,985	546	21,837	6
9 File Clerk	13,861	15,931	17,484	17,484	56	15,673	2
10 General Clerk	14,952	15,465	14,952	14,952	38	18,199	2
11 Mail Clerk	14,664	15,768	15,200	15,200	18	16,594	6
12 Payroll Clerk	19,265	21,072	21,446	22,672	6	20,751	5
13 Personnel Clerk	23,650	23,379	23,650	23,650	12	22,025	2
14 Purchasing Clerk	19,840	19,704	19,840	19,840	21	18,408	2
15 Shipping/Receiving Clerk	13,658	15,777	15,320	17,750	8	16,457	4
16 Switchboard Operator/Receptionist	16,991	18,089	17,100	18,354	14	18,095	7
SECRETARIAL POSITION							
17 Word Processing Operator	18,475	21,243	19,650	24,544	12	20,417	4
18 Secretary/Administrative Assistant	20,042	21,092	20,042	24,357	163	21,953	8
19 Senior Secretary/Administrative Assistant	20,866	24,232	24,731	26,416	115	24,184	7
20 Executive Secretary/Executive Assistant	27,100	32,318	33,876	35,528	12	31,114	6
PROFESSIONAL POSITIONS							
21 Buyer					1		1
22 Purchasing Agent					1		1
23 Accountant	29,480	31,679	29,480	36,136	14	33,849	4
24 Senior Accountant	39,730	42,340	42,500	44,950	4	42,287	3
25 Auditor	25,000	30,049	32,573	32,573	3	28,787	2
26 Senior Auditor					1		1
27 Collector	19,333	19,333	19,333	19,333	3		1
28 Compensation Analyst					1		1
29 Benefits Specialist		30,770	30,770		2		1
30 Personnel Assistant	16,500	18,333	16,500	22,000	3	19,250	2
31 Training and Development Specialist		32,450	32,450		2		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,856	15,663	14,945	17,283	115	17,216	6
33 Senior Data Entry Operator	19,489	19,739	19,489	21,296	19	19,676	3
34 Computer Operator	17,561	19,395	20,466	20,466	23	20,139	5
35 Senior Computer Operator	22,202	24,770	24,868	24,868	19	25,158	4
36 Programmer	34,116	33,931	34,116	34,116	30	31,338	2
37 Systems Analyst	30,600	38,392	41,340	43,236	3	38,392	3
38 Programmer/Analyst	31,008	32,192	31,008	33,931	37	33,519	4
39 Senior Programmer/Analyst	35,931	39,532	40,741	41,743	27	39,703	5
40 PC Specialist	23,650	28,803	23,650	27,600	6	33,955	3

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METROPOLITAN AREAS
Richmond, VA

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	19,129	20,824	21,669	21,674	6	20,822	5
2 Senior Accounting Clerk	19,880	21,546	20,820	24,688	14	21,424	5
3 Accounts Payable Clerk					1		1
4 Accounts Receivable Clerk					1		1
6 Clerk Typist		11,052	11,052		2	11,052	2
7 Credit and Collection Clerk					1		1
8 Customer Service Representative	18,355	18,991	18,355	19,628	8	19,628	2
9 File Clerk	14,350	16,860	16,032	20,199	6	16,586	4
10 General Clerk	14,100	15,292	15,557	15,557	25	16,728	6
11 Mail Clerk	12,993	14,695	14,711	16,500	18	15,491	7
12 Payroll Clerk	19,062	20,769	19,531	22,476	4	21,338	3
14 Purchasing Clerk					1		1
15 Shipping/Receiving Clerk		17,526	17,526		2	17,526	2
16 Switchboard Operator/Receptionist	16,750	17,957	19,265	19,329	12	17,801	6
SECRETARIAL POSITION							
17 Word Processing Operator	17,000	19,716	20,656	21,125	19	19,536	6
18 Secretary/Administrative Assistant	18,700	18,844	18,700	19,271	33	18,915	4
19 Senior Secretary/Administrative Assistant	21,330	22,155	21,330	23,480	34	23,177	5
20 Executive Secretary/Executive Assistant	24,978	25,107	24,978	24,978	85	26,718	7
PROFESSIONAL POSITIONS							
21 Buyer		21,424	21,424		3	21,424	2
22 Purchasing Agent		33,642	33,642		2	33,642	2
23 Accountant	23,144	25,315	26,400	26,400	3	24,772	3
24 Senior Accountant		30,795	30,795		2	30,795	2
25 Auditor	34,388	34,388	34,388	34,388	3		1
26 Senior Auditor	38,815	36,983	38,815	38,815	6	33,320	2
27 Collector					1		1
28 Compensation Analyst	32,072	32,072	32,072	32,072	3		1
29 Benefits Specialist	30,976	31,464	31,952	31,952	4	30,976	3
30 Personnel Assistant	20,600	23,836	22,000	28,908	3	23,836	3
31 Training and Development Specialist	29,346	29,537	29,346	29,727	4	29,727	2
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,841	16,212	15,850	15,850	10	17,513	4
33 Senior Data Entry Operator					1		1
34 Computer Operator	20,236	20,867	20,236	22,260	6	21,183	4
35 Senior Computer Operator	22,734	23,374	22,734	22,734	15	25,029	3
36 Programmer					1		1
38 Programmer/Analyst	31,841	35,900	38,428	38,428	23	34,128	6
39 Senior Programmer/Analyst	38,433	41,438	44,151	44,151	11	38,015	4
40 PC Specialist	24,000	33,212	35,353	35,706	6	32,713	5

METROPOLITAN AREAS

San Francisco, CA

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	22,613	22,901	22,630	22,630	9	23,121	5
2 Senior Accounting Clerk	27,500	28,213	27,501	30,900	10	28,391	8
3 Accounts Payable Clerk	24,037	25,095	24,511	25,750	8	25,448	6
4 Accounts Receivable Clerk	26,340	26,756	26,964	26,964	3	26,435	3
5 Benefits Clerk		25,950	25,950		2	25,950	2
6 Clerk Typist	19,896	21,507	19,896	23,118	4	23,118	2
7 Credit and Collection Clerk	29,964	28,525	29,964	29,964	19	24,305	3
8 Customer Service Representative	23,000	24,375	24,285	27,420	49	22,613	9
9 File Clerk	23,356	22,877	23,356	23,356	14	21,119	3
10 General Clerk	21,000	21,456	21,840	21,840	16	21,676	5
11 Mail Clerk	22,476	22,222	22,476	22,476	85	21,123	8
12 Payroll Clerk	26,580	27,621	26,968	26,968	6	27,947	4
13 Personnel Clerk		30,456	30,456		2	30,456	2
14 Purchasing Clerk	20,000	25,567	28,350	28,350	3	24,175	2
15 Shipping/Receiving Clerk	24,128	24,454	24,128	24,756	7	24,541	4
16 Switchboard Operator/Receptionist	20,000	22,897	23,160	24,756	17	22,519	11
SECRETARIAL POSITION							
17 Word Processing Operator	26,000	30,643	26,916	29,016	19	28,937	8
18 Secretary/Administrative Assistant	22,797	25,297	24,373	28,675	67	26,108	13
19 Senior Secretary/Administrative Assistant	25,917	28,167	27,697	30,000	114	28,582	9
20 Executive Secretary/Executive Assistant	30,264	32,071	31,898	33,620	57	33,146	10
PROFESSIONAL POSITIONS							
21 Buyer	29,806	30,722	31,650	31,650	7	29,485	3
22 Purchasing Agent					1		1
23 Accountant	32,000	33,945	33,530	37,000	15	32,627	8
24 Senior Accountant	31,866	36,660	37,270	42,540	14	33,117	5
25 Auditor	36,317	40,159	39,659	44,000	4	41,439	3
26 Senior Auditor	40,260	44,607	46,238	46,238	5	45,513	3
27 Collector		30,996	30,996		2		1
28 Compensation Analyst					1		1
29 Benefits Specialist	37,000	43,240	42,980	49,480	4	45,320	3
30 Personnel Assistant	33,360	35,493	35,700	36,400	6	35,312	5
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator	23,820	23,820	23,820	23,820	163	22,827	8
33 Senior Data Entry Operator	28,836	29,116	28,836	29,352	6	29,396	3
34 Computer Operator	27,780	32,375	35,124	35,124	18	28,260	4
35 Senior Computer Operator	26,970	33,323	34,725	38,550	13	31,036	7
36 Programmer	31,560	34,320	34,320	37,080	4	34,320	2
37 Systems Analyst	33,738	33,860	33,738	33,738	28	35,439	2
38 Programmer/Analyst	38,709	41,087	40,035	40,035	21	39,579	5
39 Senior Programmer/Analyst	47,960	48,084	47,960	47,960	20	47,561	4
40 PC Specialist	36,600	38,432	37,000	42,240	5	38,432	5

METROPOLITAN AREAS
Seattle, WA

ADMINISTRATIVE MANAGEMENT SOCIETY. COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	16,239	18,448	18,143	18,771	15	21,091	5
2 Senior Accounting Clerk	21,500	24,025	23,712	26,090	18	23,007	4
3 Accounts Payable Clerk	19,087	20,065	19,087	21,044	4	21,044	2
4 Accounts Receivable Clerk	17,680	20,928	22,105	23,000	3	20,928	3
6 Clerk Typist	22,800	22,242	22,800	22,800	151	19,861	4
7 Credit and Collection Clerk					1		1
8 Customer Service Representative	21,485	22,616	21,485	25,298	82	22,708	4
9 File Clerk	11,795	13,920	15,053	15,480	26	15,475	4
10 General Clerk	20,731	20,731	20,731	20,731	6		1
11 Mail Clerk	25,560	24,480	25,560	25,560	115	16,755	4
12 Payroll Clerk	20,460	23,035	23,810	25,610	4	23,035	4
13 Personnel Clerk		22,250	22,250		2	22,250	2
14 Purchasing Clerk	20,210	21,053	20,210	20,687	8	22,458	3
15 Shipping/Receiving Clerk	18,000	21,127	21,959	24,100	22	20,605	6
16 Switchboard Operator/Receptionist	16,000	18,143	18,200	19,125	11	18,268	7
SECRETARIAL POSITION							
17 Word Processing Operator	18,793	19,841	20,614	20,614	25	19,636	3
18 Secretary/Administrative Assistant	23,844	23,712	23,844	23,844	64	23,064	4
19 Senior Secretary/Administrative Assistant	25,560	25,468	25,560	25,560	112	23,869	4
20 Executive Secretary/Executive Assistant	28,809	28,847	28,809	28,809	138	29,688	6
PROFESSIONAL POSITIONS							
21 Buyer	31,080	30,280	31,080	31,080	9	27,479	2
22 Purchasing Agent	19,500	26,912	23,280	23,280	5	30,593	3
23 Accountant	26,692	28,036	27,984	27,984	20	29,425	4
24 Senior Accountant	35,076	35,088	35,076	36,320	13	34,494	4
25 Auditor		32,510	32,510		2	32,510	2
27 Collector		30,750	30,750		2		1
28 Compensation Analyst					1		1
29 Benefits Specialist		36,218	36,218		2	36,218	2
30 Personnel Assistant	26,160	30,767	26,574	38,960	10	31,277	4
31 Training and Development Specialist	33,467	35,470	33,467	33,467	6	37,473	3
DATA PROCESSING POSITIONS							
32 Data Entry Operator	16,042	19,638	21,960	22,112	10	20,038	3
33 Senior Data Entry Operator	17,175	21,084	22,256	23,820	3	22,056	4
34 Computer Operator	20,228	22,709	23,400	24,500	3	22,709	3
35 Senior Computer Operator	26,785	27,218	26,785	27,651	4	27,651	2
36 Programmer	39,880	38,530	39,880	39,880	23	32,375	3
37 Systems Analyst	39,720	41,248	41,248	42,775	4	41,248	2
38 Programmer/Analyst	35,517	36,150	35,517	35,517	137	36,853	3
39 Senior Programmer/Analyst	35,394	43,938	48,210	48,210	6	41,802	2
40 PC Specialist	33,000	37,500	33,000	46,500	3	39,750	2

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METROPOLITAN AREAS
South Carolina

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,420	17,209	17,420	17,420	24	16,187	4
2 Senior Accounting Clerk	21,215	21,980	21,215	21,215	9	23,624	3
3 Accounts Payable Clerk	10,400	11,653	10,400	12,433	10	13,222	3
4 Accounts Receivable Clerk	10,400	12,697	10,400	16,718	11	13,559	2
5 Benefits Clerk	16,644	20,081	21,800	21,800	3	19,222	2
6 Clerk Typist					1		1
7 Credit and Collection Clerk	27,457	25,678	27,457	27,457	29	21,009	2
8 Customer Service Representative	28,997	26,735	28,997	28,997	150	20,991	3
9 File Clerk	12,548	12,548	12,548	12,548	9		1
10 General Clerk	14,230	15,887	14,230	14,230	94	19,421	2
11 Mail Clerk	12,192	12,455	12,192	12,639	24	13,106	3
12 Payroll Clerk	11,440	13,866	11,440	15,632	8	18,633	4
13 Personnel Clerk	11,440	13,442	11,440	14,290	5	14,777	3
14 Purchasing Clerk					1		1
16 Switchboard Operator/Receptionist	12,500	14,347	13,120	13,120	7	15,780	4
SECRETARIAL POSITION							
17 Word Processing Operator	15,094	15,139	15,139	15,184	7	15,139	3
18 Secretary/Administrative Assistant	15,832	15,977	15,832	15,832	42	16,341	3
19 Senior Secretary/Administrative Assistant	20,433	21,047	20,433	22,907	46	19,780	3
20 Executive Secretary/Executive Assistant	25,383	25,375	25,772	26,161	12	24,848	3
PROFESSIONAL POSITIONS							
21 Buyer					1		1
22 Purchasing Agent	31,278	32,325	32,325	33,372	4	33,217	3
23 Accountant	21,313	21,911	22,181	22,181	11	21,831	3
24 Senior Accountant	32,460	33,052	33,645	33,645	4	32,460	2
25 Auditor	20,692	20,692	20,692	20,692	7	20,692	2
26 Senior Auditor	33,309	33,235	33,309	33,309	8	33,011	2
27 Collector	15,774	15,774	15,774	15,774	57		1
28 Compensation Analyst					1		1
29 Benefits Specialist	25,064	26,743	27,315	28,422	4	26,183	3
30 Personnel Assistant	17,368	22,533	25,116	25,116	3	21,242	2
31 Training and Development Specialist	25,839	28,271	25,839	25,839	5	31,920	2
DATA PROCESSING POSITIONS							
32 Data Entry Operator	18,648	18,168	19,430	19,430	10	17,326	3
33 Senior Data Entry Operator	21,257	21,257	21,257	21,257	3		1
34 Computer Operator	16,848	19,142	20,095	20,095	15	18,871	4
35 Senior Computer Operator	26,010	25,894	26,010	26,010	21	24,795	2
36 Programmer	23,925	29,840	23,925	41,670	6	32,798	3
37 Systems Analyst	39,849	42,444	39,849	47,372	31	36,574	3
38 Programmer/Analyst	31,091	32,575	31,091	31,091	17	33,035	3
39 Senior Programmer/Analyst	33,875	36,688	37,367	37,367	25	41,020	3
40 PC Specialist		30,018	30,018		2		1

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METROPOLITAN AREAS
St. Louis, MO

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	15,080	20,875	20,640	26,286	223	17,412	25
2 Senior Accounting Clerk	18,772	20,998	22,056	23,472	118	19,972	22
3 Accounts Payable Clerk	16,309	16,699	16,328	16,328	106	17,140	18
4 Accounts Receivable Clerk	16,040	16,164	16,040	16,040	89	18,913	7
5 Benefits Clerk	17,972	19,743	18,148	21,120	18	20,120	10
6 Clerk Typist	26,286	23,904	26,286	26,286	233	16,389	15
7 Credit and Collection Clerk	20,436	24,460	27,430	27,430	131	20,559	10
8 Customer Service Representative	19,504	23,711	27,873	28,548	371	20,129	17
9 File Clerk	9,568	11,982	11,815	13,151	76	13,258	13
10 General Clerk	13,749	14,793	14,083	14,300	307	16,547	19
11 Mail Clerk	12,102	13,939	13,904	15,441	100	15,363	25
12 Payroll Clerk	16,744	18,224	16,950	20,000	55	19,777	19
13 Personnel Clerk	22,689	23,527	26,286	26,286	53	20,419	15
14 Purchasing Clerk	15,496	16,753	15,496	17,760	46	18,444	11
15 Shipping/Receiving Clerk	12,355	15,139	15,021	16,250	43	16,351	11
16 Switchboard Operator/Receptionist	14,800	16,935	16,239	19,051	56	17,511	29
SECRETARIAL POSITION							
17 Word Processing Operator	15,480	16,539	15,870	16,870	56	16,965	15
18 Secretary/Administrative Assistant	17,562	21,040	19,760	22,032	427	19,882	28
19 Senior Secretary/Administrative Assistant	18,393	21,525	21,731	22,620	317	23,391	23
20 Executive Secretary/Executive Assistant	21,195	25,406	25,060	27,064	149	27,668	30
PROFESSIONAL POSITIONS							
21 Buyer	18,741	22,538	22,080	27,070	14	23,053	9
22 Purchasing Agent	31,771	33,620	32,725	33,900	21	34,283	13
23 Accountant	23,945	28,517	27,243	32,970	92	27,900	27
24 Senior Accountant	34,496	44,396	41,400	57,000	33	40,911	12
25 Auditor	23,450	28,273	29,133	30,698	31	29,116	11
26 Senior Auditor	33,360	38,391	37,500	43,200	13	37,823	11
27 Collector	19,619	19,651	19,619	19,619	70	20,705	6
28 Compensation Analyst	26,100	29,755	30,780	34,110	17	32,332	9
29 Benefits Specialist	21,410	28,145	27,255	32,530	16	29,677	13
30 Personnel Assistant	22,500	28,921	27,600	30,802	21	25,650	14
31 Training and Development Specialist	30,620	38,514	36,462	45,931	32	36,461	13
DATA PROCESSING POSITIONS							
32 Data Entry Operator	15,021	15,257	15,021	15,522	112	16,280	14
33 Senior Data Entry Operator	16,286	18,540	18,825	20,315	36	18,302	11
34 Computer Operator	19,916	23,014	23,892	26,286	95	20,462	23
35 Senior Computer Operator	20,845	24,001	21,840	24,840	35	23,884	16
36 Programmer	25,363	27,254	27,688	28,676	81	29,066	18
37 Systems Analyst	34,350	39,725	40,310	41,816	68	40,937	15
38 Programmer/Analyst	31,930	32,045	32,792	33,277	115	31,751	16
39 Senior Programmer/Analyst	33,904	38,959	39,376	40,778	186	40,132	16
40 PC Specialist	25,780	29,342	29,760	32,739	27	28,740	16

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METROPOLITAN AREAS
Syracuse, NY

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	21,034	20,011	21,034	21,034	56	17,233	8
2 Senior Accounting Clerk	22,400	24,217	26,660	26,660	60	20,449	8
3 Accounts Payable Clerk	17,087	17,404	17,087	18,000	27	16,896	3
4 Accounts Receivable Clerk	17,069	17,467	17,069	17,221	30	18,522	7
5 Benefits Clerk	19,744	21,570	21,700	21,700	7	21,518	5
6 Clerk Typist	19,738	19,049	20,190	20,190	61	16,233	8
7 Credit and Collection Clerk	14,685	16,617	15,570	18,363	29	17,145	8
8 Customer Service Representative	16,246	18,386	16,349	21,220	46	18,432	8
9 File Clerk	14,040	15,423	16,140	17,173	14	14,863	7
10 General Clerk	15,100	16,184	15,100	18,371	38	17,328	7
11 Mail Clerk	13,317	14,358	14,000	16,267	23	14,109	9
12 Payroll Clerk	17,805	20,450	19,167	22,360	6	21,292	6
13 Personnel Clerk	20,332	22,152	20,711	25,078	8	22,759	6
14 Purchasing Clerk	18,100	20,265	20,918	20,918	13	20,348	5
15 Shipping/Receiving Clerk	14,976	18,437	20,628	20,628	15	17,453	6
16 Switchboard Operator/Receptionist	15,000	17,484	17,909	17,992	25	18,645	12
SECRETARIAL POSITION							
17 Word Processing Operator	11,840	15,989	17,680	18,290	28	16,636	8
18 Secretary/Administrative Assistant	15,934	19,832	20,010	23,390	226	19,975	10
19 Senior Secretary/Administrative Assistant	22,380	25,124	27,288	27,288	149	22,196	11
20 Executive Secretary/Executive Assistant	22,700	26,286	26,500	30,904	48	26,980	14
PROFESSIONAL POSITIONS							
21 Buyer	32,633	38,910	37,367	49,032	35	35,904	7
22 Purchasing Agent	43,000	42,976	43,000	44,700	37	40,981	6
23 Accountant	29,800	32,349	33,600	33,600	23	31,932	7
24 Senior Accountant	34,833	37,588	38,200	39,400	33	39,238	5
25 Auditor	26,511	26,511	26,511	26,511	3		1
26 Senior Auditor	43,888	43,879	43,888	43,888	6	43,869	3
27 Collector		39,981	39,981		2	39,981	2
28 Compensation Analyst	26,780	27,187	26,780	28,000	3	27,390	2
29 Benefits Specialist		24,092	24,092		2	24,092	2
30 Personnel Assistant	23,045	28,786	30,000	31,200	29	28,572	8
31 Training and Development Specialist	33,058	36,379	36,320	39,700	4	36,379	4
DATA PROCESSING POSITIONS							
32 Data Entry Operator	18,730	18,550	18,885	19,500	29	17,360	7
33 Senior Data Entry Operator	16,120	19,513	21,325	21,450	14	20,119	5
34 Computer Operator	20,853	20,840	20,853	21,020	29	20,256	6
35 Senior Computer Operator	25,000	25,857	25,000	25,887	20	27,114	6
36 Programmer	26,663	28,379	26,663	31,044	27	27,494	5
37 Systems Analyst	36,339	36,455	36,339	36,339	15	36,773	4
38 Programmer/Analyst	31,195	34,121	31,195	37,200	53	32,429	7
39 Senior Programmer/Analyst	39,800	43,514	39,800	49,486	44	43,342	6
40 PC Specialist	25,500	32,994	36,303	40,183	11	30,298	8

METROPOLITAN AREAS

Trenton, NJ

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,458	19,611	20,687	20,687	9	19,073	2
2 Senior Accounting Clerk	21,706	27,577	31,000	31,446	11	27,288	4
3 Accounts Payable Clerk	23,293	23,293	23,293	23,293	7		1
4 Accounts Receivable Clerk	25,800	25,800	25,800	25,800	3		1
5 Benefits Clerk	19,922	22,207	25,350	25,350	3	20,636	2
6 Clerk Typist	16,783	18,033	16,783	20,117	8	18,450	2
7 Credit and Collection Clerk	18,347	23,558	25,729	25,729	17	22,038	2
8 Customer Service Representative	21,318	21,215	21,318	21,318	40	20,629	2
9 File Clerk	16,965	17,993	20,461	20,461	22	16,108	3
10 General Clerk	21,860	22,994	22,994	24,128	10	22,994	2
11 Mail Clerk	14,190	16,251	14,190	19,000	7	16,595	2
12 Payroll Clerk	23,988	25,241	23,988	26,494	4	26,494	2
13 Personnel Clerk	15,922	20,507	21,250	24,350	3	20,507	3
14 Purchasing Clerk		24,483	24,483		2		1
15 Shipping/Receiving Clerk	22,457	22,457	22,457	22,457	3		1
16 Switchboard Operator/Receptionist	18,572	19,833	20,000	21,001	11	19,912	6
SECRETARIAL POSITION							
17 Word Processing Operator	18,649	21,208	22,800	23,456	7	21,635	3
18 Secretary/Administrative Assistant	23,746	23,207	23,746	23,746	29	24,092	4
19 Senior Secretary/Administrative Assistant	26,475	29,387	27,783	34,530	34	28,748	6
20 Executive Secretary/Executive Assistant	27,905	29,795	27,905	31,803	12	31,628	4
PROFESSIONAL POSITIONS							
21 Buyer	41,583	41,583	41,583	41,583	3	41,583	2
22 Purchasing Agent					1		1
23 Accountant	31,650	33,433	31,650	37,000	3	34,325	3
24 Senior Accountant	29,710	36,494	33,000	45,025	5	35,912	3
25 Auditor	31,373	31,373	31,373	31,373	3		1
26 Senior Auditor		44,422	44,422		2		1
27 Collector	28,177	28,177	28,177	28,177	24		1
28 Compensation Analyst					1		1
29 Benefits Specialist	30,513	35,130	33,513	39,747	4	35,130	4
30 Personnel Assistant	36,750	34,423	36,750	36,750	6	29,770	2
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator		16,733	16,733		2		1
33 Senior Data Entry Operator		20,104	20,104		2		1
34 Computer Operator	22,237	24,025	25,098	25,098	8	23,668	2
35 Senior Computer Operator	30,400	30,720	30,400	31,361	3	30,881	2
36 Programmer	30,767	32,622	30,767	35,867	11	33,317	2
37 Systems Analyst	42,894	44,730	44,730	46,566	8	44,730	2
38 Programmer/Analyst	42,256	42,146	42,256	42,256	255	39,929	2
39 Senior Programmer/Analyst	50,000	50,000	50,000	50,000	4		1
40 PC Specialist	30,820	53,106	49,301	75,391	4	60,534	3

METROPOLITAN AREAS
Tulsa, OK

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	16,937	19,629	18,360	19,988	16	20,939	5
2 Senior Accounting Clerk	17,200	21,254	22,340	22,340	18	19,972	5
3 Accounts Payable Clerk	15,912	15,983	15,912	16,200	11	15,788	3
4 Accounts Receivable Clerk	18,785	19,636	19,116	20,661	7	19,521	3
5 Benefits Clerk	15,814	16,670	17,527	17,527	4	15,814	2
6 Clerk Typist					1		1
7 Credit and Collection Clerk	18,086	18,894	18,086	19,448	9	19,904	4
8 Customer Service Representative	23,645	23,606	23,645	23,645	76	23,153	2
9 File Clerk					1		1
10 General Clerk	12,510	15,771	14,489	19,104	22	16,430	6
11 Mail Clerk	14,400	15,063	15,237	15,725	4	14,842	3
12 Payroll Clerk	18,772	20,210	19,530	19,530	5	20,915	3
13 Personnel Clerk	17,800	17,230	17,800	18,020	10	15,753	3
14 Purchasing Clerk	16,994	17,243	16,994	16,994	6	17,491	3
15 Shipping/Receiving Clerk	17,634	17,977	19,448	19,448	7	16,621	3
16 Switchboard Operator/Receptionist	16,980	16,711	16,989	16,989	10	16,434	5
17 Word Processing Operator	18,685	20,293	18,720	21,900	4	20,817	3
18 Secretary/Administrative Assistant	18,124	18,979	18,465	20,500	45	18,243	6
19 Senior Secretary/Administrative Assistant	22,358	22,543	22,358	23,216	53	22,084	6
20 Executive Secretary/Executive Assistant	30,185	30,964	30,185	31,250	22	30,174	6
PROFESSIONAL POSITIONS							
21 Buyer	29,289	28,471	29,289	29,289	5	27,245	2
22 Purchasing Agent	37,966	42,887	42,170	42,170	9	44,834	4
23 Accountant	28,333	30,306	28,333	31,920	6	31,292	4
24 Senior Accountant	34,300	36,521	36,921	38,741	4	35,780	3
25 Auditor	29,000	34,499	34,188	37,380	6	34,562	5
26 Senior Auditor	26,650	32,027	30,875	37,404	4	33,819	3
27 Collector		27,130	27,130		2	27,130	2
28 Compensation Analyst		38,583	38,583		2	38,583	2
29 Benefits Specialist					1		1
30 Personnel Assistant	27,730	31,612	31,358	35,494	4	31,612	4
31 Training and Development Specialist	36,030	43,015	44,950	50,000	4	40,687	3
DATA PROCESSING POSITIONS							
32 Data Entry Operator	14,051	14,873	14,051	15,766	20	15,189	4
33 Senior Data Entry Operator	20,226	20,564	20,226	21,240	3	20,733	2
34 Computer Operator	21,900	22,237	22,666	23,431	10	21,212	4
35 Senior Computer Operator	25,080	26,648	25,080	29,784	3	27,432	2
36 Programmer					1		1
37 Systems Analyst	44,506	44,971	45,811	45,811	8	43,570	3
38 Programmer/Analyst	36,171	37,611	36,171	41,280	16	37,210	5
39 Senior Programmer/Analyst	40,016	41,381	41,539	42,745	8	40,926	3
40 PC Specialist	27,050	36,103	37,878	45,155	4	33,085	3

TABLE : A-79

METROPOLITAN AREAS

Washington, DC Metropolitan Area including suburban Maryland and Virginia

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk		24,362	24,362		2	24,362	2
2 Senior Accounting Clerk		25,740	25,740		2		1
3 Accounts Payable Clerk		25,400	25,400		2	25,400	2
4 Accounts Receivable Clerk					1		1
5 Benefits Clerk	25,740	25,740	25,740	25,740	8		1
6 Clerk Typist	23,000	22,333	23,000	23,000	9	21,500	2
7 Credit and Collection Clerk	22,724	22,724	22,724	22,724	10		1
8 Customer Service Representative		25,740	25,740		2		1
9 File Clerk	19,240	19,240	19,240	19,240	7		1
10 General Clerk		19,240	19,240		2		1
11 Mail Clerk					1		1
12 Payroll Clerk					1		1
16 Switchboard Operator/Receptionist	20,000	20,790	20,500	20,500	6	20,935	4
SECRETARIAL POSITION							
17 Word Processing Operator	23,000	25,977	23,000	32,000	12	25,908	3
18 Secretary/Administrative Assistant	27,600	26,900	27,600	27,600	8	24,800	2
19 Senior Secretary/Administrative Assistant		28,300	28,300		2	28,300	2
20 Executive Secretary/Executive Assistant	35,000	35,780	36,300	36,300	5	35,650	2
PROFESSIONAL POSITIONS							
21 Buyer	46,690	46,690	46,690	46,690	40		1
22 Purchasing Agent					1		1
23 Accountant	45,000	45,000	45,000	45,000	5		1
24 Senior Accountant					1		1
26 Senior Auditor	49,015	49,015	49,015	49,015	29		1
30 Personnel Assistant					1		1
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
34 Computer Operator					1		1
35 Senior Computer Operator					1		1
36 Programmer	35,061	35,061	35,061	35,061	36		1
37 Systems Analyst	39,000	46,032	50,280	50,280	20	42,760	3
38 Programmer/Analyst	44,430	44,327	44,430	44,430	540	37,465	2

TABLE : A-80

METROPOLITAN AREAS
Westchester, NY

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	19,110	20,548	20,400	20,400	42	21,101	14
2 Senior Accounting Clerk	18,530	22,381	23,650	24,700	25	22,489	10
3 Accounts Payable Clerk	19,000	21,995	22,150	25,046	21	22,695	13
4 Accounts Receivable Clerk	18,500	22,145	21,400	24,472	11	22,890	8
5 Benefits Clerk	20,500	22,923	21,600	25,550	9	23,209	6
6 Clerk Typist	17,820	19,337	18,000	22,562	43	17,990	9
7 Credit and Collection Clerk	16,000	20,385	22,200	22,400	13	20,200	3
8 Customer Service Representative	16,000	21,061	18,645	27,200	70	22,948	14
9 File Clerk	16,526	17,686	17,150	20,017	9	17,102	6
10 General Clerk	18,400	18,996	18,400	19,784	69	19,131	14
11 Mail Clerk	16,400	17,548	16,400	17,700	28	19,270	11
12 Payroll Clerk	22,200	23,007	22,930	23,500	17	23,005	10
13 Personnel Clerk	21,000	22,959	21,900	22,200	13	22,759	9
14 Purchasing Clerk	22,865	24,177	24,300	25,930	9	24,342	8
15 Shipping/Receiving Clerk	18,600	19,783	19,433	19,433	33	19,973	9
16 Switchboard Operator/Receptionist	19,505	19,494	19,505	19,530	63	20,039	20
17 Word Processing Operator	17,600	21,173	19,900	25,540	19	20,280	8
18 Secretary/Administrative Assistant	22,550	24,196	24,052	26,670	227	24,313	19
19 Senior Secretary/Administrative Assistant	25,200	26,398	27,000	28,251	190	26,336	14
20 Executive Secretary/Executive Assistant	27,130	30,925	32,800	33,431	125	30,973	17
PROFESSIONAL POSITIONS							
21 Buyer	25,700	26,995	26,000	28,588	8	26,771	4
22 Purchasing Agent	37,995	43,598	46,400	47,000	9	42,626	7
23 Accountant	24,250	28,729	28,000	33,077	40	28,905	14
24 Senior Accountant	25,000	31,322	31,360	34,060	20	33,852	9
25 Auditor	25,820	26,724	25,820	25,820	5	28,081	2
26 Senior Auditor		42,072	42,072		2	42,072	2
27 Collector	21,340	23,014	21,900	23,903	28	25,811	4
28 Compensation Analyst	24,800	30,300	32,100	34,000	3	30,300	3
29 Benefits Specialist	28,100	35,936	28,600	44,000	5	37,895	5
30 Personnel Assistant	28,900	29,578	30,000	32,700	18	29,693	14
31 Training and Development Specialist	26,300	31,740	33,500	37,780	7	33,916	5
DATA PROCESSING POSITIONS							
32 Data Entry Operator	16,170	18,773	16,300	20,288	59	18,819	11
33 Senior Data Entry Operator	16,800	21,464	20,900	26,424	16	22,888	8
34 Computer Operator	22,185	24,102	24,100	24,800	25	24,134	13
35 Senior Computer Operator	25,000	26,890	25,300	27,768	15	28,291	8
36 Programmer	28,600	33,441	32,920	40,000	11	31,928	10
37 Systems Analyst	41,133	43,467	43,064	45,250	8	43,434	8
38 Programmer/Analyst	34,500	37,713	36,100	37,556	31	38,301	10
39 Senior Programmer/Analyst	40,300	43,653	42,000	45,520	28	44,091	10
40 PC Specialist	33,300	36,270	36,800	40,200	11	35,647	8

TABLE : A-81

METROPOLITAN AREAS
Wichita, KS

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	16,016	17,835	17,179	20,314	11	17,151	4
2 Senior Accounting Clerk		19,433	19,433		2		1
3 Accounts Payable Clerk		15,740	15,740		2	15,740	2
4 Accounts Receivable Clerk	16,380	16,380	16,380	16,380	3		1
5 Benefits Clerk	18,256	18,256	18,256	18,256	8		1
6 Clerk Typist	11,500	11,500	11,500	11,500	4		1
7 Credit and Collection Clerk					1		1
8 Customer Service Representative	19,020	19,020	19,020	19,020	12		1
9 File Clerk	11,300	12,689	11,300	12,231	15	13,512	3
10 General Clerk	12,400	13,118	12,400	14,469	33	14,624	3
11 Mail Clerk	11,600	12,873	12,315	13,030	8	13,431	4
12 Payroll Clerk		17,878	17,878		2	17,878	2
15 Shipping/Receiving Clerk		14,670	14,670		2	14,670	2
16 Switchboard Operator/Receptionist	13,520	15,950	14,800	17,668	7	16,092	5
SECRETARIAL POSITION							
17 Word Processing Operator	13,470	16,122	17,000	18,201	7	16,929	4
18 Secretary/Administrative Assistant	19,450	18,165	19,500	19,500	15	16,170	6
19 Senior Secretary/Administrative Assistant	21,014	21,678	21,014	21,014	9	22,507	2
20 Executive Secretary/Executive Assistant	24,795	25,500	25,410	26,205	4	25,530	3
PROFESSIONAL POSITIONS							
21 Buyer		23,778	23,778		2	23,778	2
22 Purchasing Agent					1		1
23 Accountant	26,243	25,920	26,243	26,243	9	26,304	3
24 Senior Accountant	35,009	35,009	35,009	35,009	7		1
26 Senior Auditor	43,405	43,405	43,405	43,405	3		1
29 Benefits Specialist	25,200	25,200	25,200	25,200	6		1
31 Training and Development Specialist					1		1
DATA PROCESSING POSITIONS							
32 Data Entry Operator					1		1
34 Computer Operator	17,660	20,639	18,393	26,010	6	19,858	4
35 Senior Computer Operator	23,923	25,349	23,923	28,200	3	26,062	2
36 Programmer	26,500	31,800	34,450	34,450	3	30,475	2
37 Systems Analyst	37,879	37,879	37,879	37,879	4		1
38 Programmer/Analyst	26,702	27,259	26,702	28,650	7	27,676	2
39 Senior Programmer/Analyst	31,373	32,381	31,373	34,650	13	33,012	2
40 PC Specialist	24,000	27,240	24,000	33,720	3	28,860	2

METROPOLITAN AREAS

Winston-Salem, NC

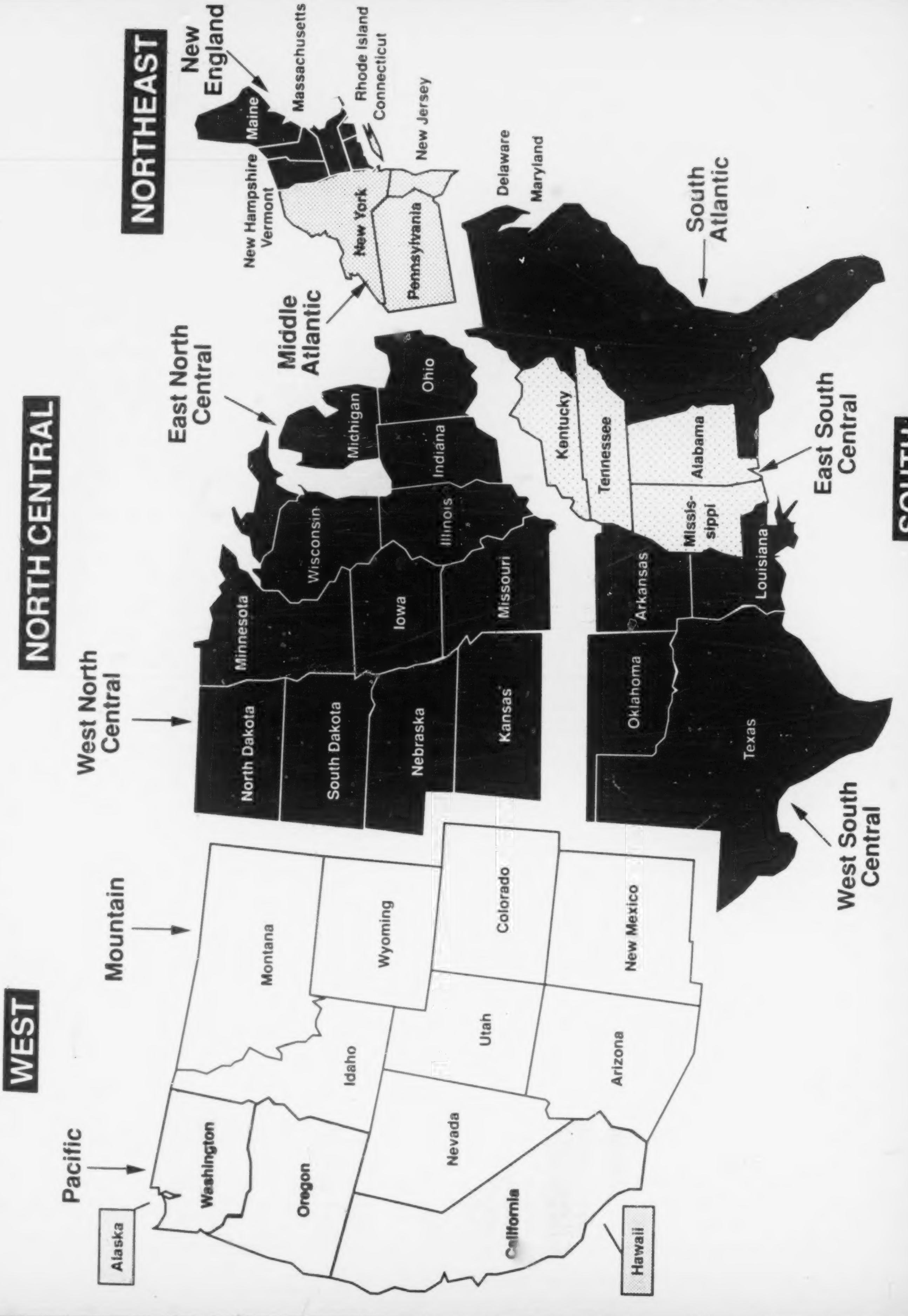
ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	17,242	18,588	20,054	20,054	71	17,660	5
2 Senior Accounting Clerk	21,094	21,262	21,119	21,119	15	21,497	3
3 Accounts Payable Clerk	22,990	23,723	22,990	25,189	3	24,090	2
4 Accounts Receivable Clerk	21,400	21,400	21,400	21,400	3		1
5 Benefits Clerk	19,710	20,753	19,710	19,710	8	23,880	2
6 Clerk Typist	15,891	17,938	19,729	19,729	15	17,810	2
7 Credit and Collection Clerk	17,867	18,584	17,867	19,071	15	19,446	3
8 Customer Service Representative	20,007	21,753	20,007	27,328	85	21,656	5
9 File Clerk	12,701	12,812	12,701	12,701	32	12,955	2
10 General Clerk	15,235	15,744	15,235	17,326	77	15,846	3
11 Mail Clerk	11,997	13,781	11,997	15,382	12	16,504	4
12 Payroll Clerk	16,536	18,801	17,306	22,562	3	18,801	3
13 Personnel Clerk	23,327	27,031	27,504	30,734	4	25,796	3
14 Purchasing Clerk	17,534	18,672	17,534	20,896	6	19,810	3
15 Shipping/Receiving Clerk	14,206	17,432	18,362	18,362	9	18,344	3
16 Switchboard Operator/Receptionist	15,080	15,311	15,080	15,080	57	16,743	5
17 Word Processing Operator	16,707	17,267	18,215	18,215	14	15,801	3
18 Secretary/Administrative Assistant	20,010	20,196	20,010	20,010	168	19,759	6
19 Senior Secretary/Administrative Assistant	21,161	21,699	21,611	21,611	126	21,589	5
20 Executive Secretary/Executive Assistant	24,757	25,119	24,829	24,829	95	24,383	6
PROFESSIONAL POSITIONS							
21 Buyer	25,764	30,623	30,521	36,179	7	29,285	4
22 Purchasing Agent		33,581	33,581		2	33,581	2
23 Accountant	28,421	29,095	30,441	30,441	16	26,852	6
24 Senior Accountant	35,200	35,919	36,531	36,531	11	36,138	4
25 Auditor	35,686	34,766	35,904	36,121	10	32,952	4
26 Senior Auditor		35,611	35,611		2	35,611	2
27 Collector		28,968	28,968		2	28,968	2
28 Compensation Analyst	28,806	30,183	28,984	32,760	3	30,183	3
29 Benefits Specialist	24,270	26,081	24,270	24,270	5	27,289	3
30 Personnel Assistant	19,500	22,447	24,208	24,208	7	21,126	4
31 Training and Development Specialist	30,264	37,289	38,315	41,564	6	37,976	4
DATA PROCESSING POSITIONS							
32 Data Entry Operator	15,250	15,334	15,250	15,250	41	16,263	5
33 Senior Data Entry Operator	17,222	17,309	17,222	17,222	30	17,440	2
34 Computer Operator	23,612	23,895	23,612	24,653	14	23,862	4
35 Senior Computer Operator	27,778	27,772	27,778	27,955	6	27,707	3
36 Programmer	27,447	28,070	27,447	30,734	11	28,078	5
37 Systems Analyst	44,255	43,850	44,255	44,255	13	43,378	2
38 Programmer/Analyst	36,290	35,707	36,290	36,798	43	35,392	4
39 Senior Programmer/Analyst	42,105	42,718	42,105	43,709	20	42,356	4
40 PC Specialist	25,336	27,745	26,937	28,538	6	29,086	3

TABLE : A-83

METROPOLITAN AREAS
Metropolitan Toronto-Grand Valley-South/Central Ontario

ADMINISTRATIVE MANAGEMENT SOCIETY COPYRIGHT © 1992	ANNUAL SALARY AS OF FEBRUARY 1, 1992					ANNUAL SALARY	
	First Quartile	Employee Average	Employee Median	Third Quartile	Number of Employees	Company Average	Number of Companies
CLERICAL POSITIONS							
1 Accounting Clerk	20,332	21,423	20,713	23,000	27	21,237	16
2 Senior Accounting Clerk	23,000	24,797	23,400	27,873	17	24,459	12
3 Accounts Payable Clerk	19,804	21,737	21,426	23,420	16	21,405	18
4 Accounts Receivable Clerk	21,676	22,409	22,000	23,000	25	22,401	18
5 Benefits Clerk	21,424	23,148	21,424	23,000	5	23,148	5
6 Clerk Typist	22,621	25,602	27,742	28,584	4	22,917	4
7 Credit and Collection Clerk	20,400	22,349	22,000	23,000	21	23,344	10
8 Customer Service Representative	18,500	23,331	22,000	25,500	33	23,781	16
9 File Clerk	17,501	18,099	18,035	18,525	6	18,143	4
10 General Clerk	18,550	20,025	19,240	23,348	7	20,156	6
11 Mail Clerk	17,500	18,471	18,767	19,616	8	18,362	7
12 Payroll Clerk	21,699	22,878	21,699	23,456	19	23,423	13
13 Personnel Clerk	20,962	21,812	21,424	22,662	4	21,812	4
14 Purchasing Clerk	23,629	26,119	26,832	30,000	7	25,750	8
15 Shipping/Receiving Clerk	17,472	22,246	19,850	23,941	24	21,000	9
16 Switchboard Operator/Receptionist	20,000	21,896	21,000	22,974	34	21,346	27
SECRETARIAL POSITION							
17 Word Processing Operator	21,434	23,275	24,640	25,320	12	21,626	8
18 Secretary/Administrative Assistant	21,898	25,039	24,400	29,000	62	23,374	26
19 Senior Secretary/Administrative Assistant	24,265	27,002	26,000	30,400	27	27,493	13
20 Executive Secretary/Executive Assistant	27,126	30,814	31,000	34,000	25	30,735	16
PROFESSIONAL POSITIONS							
21 Buyer	35,495	34,892	36,500	36,500	16	34,866	8
22 Purchasing Agent	35,742	44,364	35,742	51,200	9	53,581	5
23 Accountant	24,300	28,893	29,723	32,696	26	29,170	12
24 Senior Accountant	27,800	34,172	28,000	42,015	11	36,239	7
25 Auditor	31,000	33,056	31,000	31,100	8	36,483	3
26 Senior Auditor	37,000	36,640	37,000	37,000	5	36,400	3
27 Collector	29,250	29,734	30,000	30,420	5	29,734	5
29 Benefits Specialist	28,754	29,982	28,754	30,800	10	30,264	4
30 Personnel Assistant	25,116	29,498	28,000	31,500	11	29,831	9
DATA PROCESSING POSITIONS							
32 Data Entry Operator	19,231	21,718	20,519	24,200	25	21,549	11
33 Senior Data Entry Operator		21,950	21,950		2	21,950	2
34 Computer Operator	20,100	23,539	24,667	24,816	10	25,518	8
35 Senior Computer Operator	26,832	30,035	27,059	33,450	5	30,035	6
36 Programmer	32,890	33,295	34,000	34,000	25	31,932	9
37 Systems Analyst	35,499	41,199	45,200	45,200	7	38,099	5
38 Programmer/Analyst	38,143	38,642	38,200	40,000	9	38,287	5
39 Senior Programmer/Analyst	38,903	42,742	43,536	44,750	8	42,628	7
40 PC Specialist	30,000	32,859	32,903	34,787	10	32,859	10

APPENDIX B



WEST
NORTH CENTRAL
NORTHEAST
SOUTH
Pacific
Mountain
West North Central
East North Central
Middle Atlantic
New England
South Atlantic
East South Central
West South Central
Alaska
Hawaii
Washington
Oregon
California
Idaho
Nevada
Montana
Wyoming
Utah
Arizona
Colorado
New Mexico
North Dakota
South Dakota
Nebraska
Kansas
Minnesota
Iowa
Missouri
Wisconsin
Illinois
Michigan
Indiana
Ohio
Oklahoma
Texas
Arkansas
Louisiana
Kentucky
Tennessee
Missis-sippi
Alabama
New York
Pennsylvania
New Hampshire
Vermont
Maine
Massachusetts
Rhode Island
Connecticut
New Jersey
Delaware
Maryland

APPENDIX C

AMS 1992 Office, Professional and Data Processing Salary Survey - Position Descriptions

CLERICAL POSITIONS

1.) **ACCOUNTING CLERK** - Checks, verifies and posts journal vouchers, accounts payable vouchers, billing, payroll, or other simple accounting data of a recurring or standard nature.

2.) **SENIOR ACCOUNTING CLERK** - Maintains a complete set of accounting records in a small office, or handles one phase of accounting in a larger unit. Reconciles entries; prepares accounting reports; analyzes accounting records to determine causes of results shown; etc. May direct work of other clerks.

3.) **ACCOUNTS PAYABLE CLERK** - Processes invoices from vendors. Reconciles vendor invoices with internal records. Contacts vendors.

4.) **ACCOUNTS RECEIVABLE CLERK** - Handles all phases of billing and collection. Prepares and follows up on payment requisitions.

5.) **BENEFITS CLERK** - Performs clerical tasks relating to the administration of benefits programs. Maintains employee records and claim histories.

6.) **CLERK TYPIST** - Produces drafts and/or finished typed copies of documents from a variety of originators. Form and content usually follow standard guidelines. May perform other clerical duties.

7.) **CREDIT AND COLLECTION CLERK** - Performs clerical tasks related to credit and collection activities. Includes performing routine credit checks; obtaining supplementary information; investigating overdue accounts; and following up by mail and/or phone to customers on delinquent payments.

8.) **CUSTOMER SERVICE REPRESENTATIVE** - Provides guidance and assistance to customers regarding problems with accounts or merchandise. Duties include order-taking; searching records; investigating problems/complaints; policy interpretation; response preparation and adjustment; and correction of records.

9.) **FILE CLERK** - Performs general alphabetical and numeric filing, sorting and cross referencing. Locates and removes material upon request and keeps records of its deposition. Maintains and updates files according to an established system. May deliver files, copy material from files and purge outdated material.

10.) **GENERAL CLERK** - Performs basic office or clerical duties on short assignments and tasks which are highly structured in accordance with established procedures.

11.) **MAIL CLERK** - Sorts and opens incoming mail for distribution. Sorts, stamps and dispatches outgoing mail. May distribute and collect mail in-house.

12.) **PAYROLL CLERK** - Prepares input for each payroll including salary adjustments, special payments, tax allocations, and audits, and balances payrolls. Assists in preparation of payment and payroll taxes. Prepares appropriate journal entries for dispensing of salaries.

13.) **PERSONNEL CLERK** - Performs clerical tasks relating to personnel activities. Includes checking employment applications for completed information; administering pre-employment tests; maintaining attendance records; following up with new employees regarding insurance and benefit information; and assisting with projects.

14.) **PURCHASING CLERK** - Draws up purchase orders. Verifies specifications of purchase requests. Obtains prices and specifications. Compiles records, such as items purchased or transferred between departments, prices, deliveries and inventories. Confers with suppliers concerning deliveries. May verify bills from suppliers with bids and purchase orders.

15.) **SHIPPING/RECEIVING CLERK** - Performs manual and clerical duties related to the receipt and shipments of goods. Maintains records and processes paperwork for goods received and shipped according to established procedures.

16.) **SWITCHBOARD OPERATOR/RECEPTIONIST** - Receives and directs incoming calls; greets visitors; performs basic clerical tasks.

SECRETARIAL POSITIONS

17.) **WORD PROCESSING OPERATOR** - Uses word processing equipment to input and edit typed documents with established quality and time standards. Proofreads and edits own work. Equipment includes the use of standard word processing system or personal computer with word processing software.

18.) **SECRETARY/ADMINISTRATIVE ASSISTANT** - Performs a standard range of secretarial duties in a smaller company or for a supervisor in a larger firm. Duties may include taking dictation; transcribing from notes and/or dictation equipment; screening calls; making appointments; handling travel arrangements; answering routine correspondence and maintaining filing systems.

19.) **SENIOR SECRETARY/ADMINISTRATIVE ASSISTANT** - Performs standard and advanced secretarial duties for a smaller company or for middle management personnel in a larger company. Composes and/or takes and transcribes correspondence of a complex and confidential nature. Position requires knowledge of company policy.

20.) **EXECUTIVE SECRETARY/EXECUTIVE ASSISTANT** - Performs a full range of secretarial and administrative duties for member of executive staff. Handles project oriented duties and may be held accountable for the timely completion of these tasks. Relieves executive of routine administrative detail. Position requires an in-depth knowledge of company practice, structure and high degree of secretarial/administrative skills.

PROFESSIONAL POSITIONS

21.) **BUYER** - Reports to purchasing manager or purchasing agent, procure and expedites materials and services. Obtains quotes, generates and processes requisitions, and maintains related records.

22.) **PURCHASING AGENT** - Reports to purchasing manager, procures materials, components, supplies, equipment and services at favorable cost, consistent with quality and schedules. Investigates and recommends sources of supply and recommends purchases through contractual arrangements of effective cost savings. Supervises and trains buyers, expediters and clerks. Negotiates directly with manufacturers and suppliers.

23.) **ACCOUNTANT** - Assures that the assigned day-to-day operations are carried out in accordance with established accounting principles, policies and objectives. Compiles and analyzes variety of accounting data, prepares and audits journal entries, analyzes accounts, audits ledgers, reconciles accounts and prepares related reports.

24.) **SENIOR ACCOUNTANT** - Responsible for establishing and implementing new or revised accounting policies and procedures. Participates in decision-making sessions with managers in applying financial data and information to the solution of administrative and operating problems.

25.) **AUDITOR** - Examines all financial records, invoicing; accounting books as well as payroll, equipment and inventory records. Implements and maintains practices to systematically appraise and verify accounting accuracy. Ensures the consistent application of accepted accounting principles and adherence to corporate practices.

26.) **SENIOR AUDITOR** - Responsible for planning the audit. Determines the aspects to emphasize, methods to be used, and develops nonstandard or specialized audit aids, such as questionnaires. Evaluates methods used for determining depreciation rates of equipment; evaluates the reliability of accounting and reporting systems; evaluates the basis for cost and price setting; evaluates accounting procurement and supply management records, controls, and many others. Independently plans and conducts audits of complete accounts and related operations.

27.) **COLLECTOR** - Responsible for bringing in delinquent and bad debts. Contacts customers who have not responded to invoices or collection form letters. Works with delinquent customers to establish or revise payment schedules. Investigates other reasons for nonpayment, such as financial hardship, or dissatisfaction with the product or service.

28.) **COMPENSATION ANALYST** - Collects, analyzes, and develops occupational data relative to jobs, job qualifications, and employee characteristics as a basis for compensating employees in a fair, equitable, and uniform manner. Evaluates jobs and determines appropriate wage or salary levels in accordance with their difficulty and responsibility; independently conducts or participates with representatives in other companies in conducting compensation surveys. Reviews changes in wages and salaries indicated by surveys and recommends changes in pay scales.

29.) **BENEFITS SPECIALIST** - Responsible for administration of pension and savings plans. Responsibilities include retirement calculations, computerized database development, report generation, and assisting in coordination of generation and assisting in coordination of group benefit programs. Also specializes in group insurance, pensions and cash compensation programs.

30.) **PERSONNEL ASSISTANT** - Performs a wide range of personnel duties, including interviewing and screening applicants, counseling employees, preparing job descriptions, investigating grievances or complaints and preparing reports under the direction of the personnel manager or other personnel official.

31.) **TRAINING AND DEVELOPMENT SPECIALIST** - Charged with improving employee productivity and retention by teaching a wide variety of skills. Work in areas ranging from organizational development to stress management, conflict resolution, management development, supervisory-skills training, sales and sales management and the operation of technical equipment.

DATA PROCESSING POSITIONS

32.) **DATA ENTRY OPERATOR** - Operates data entry equipment to record and/or verify from source documents. Corrects errors. Follows a generally standardized pattern of operations.

33.) **SENIOR DATA ENTRY OPERATOR** - Operates data entry equipment to record and/or verify data from source documents. Corrects errors. May assist the supervisor by providing work, leadership and technical guidance to data entry operators. Assists in training and instructing data entry operators.

34.) **COMPUTER OPERATOR** - Operates computer equipment using established programs; loads computer and operates console in accordance with programmed instructions. Observes functioning of equipment. Detects and reports nature of errors or equipment failure and makes simple console adjustments.

35.) **SENIOR COMPUTER OPERATOR** - Operates computer utilizing established programs; handles wide range of tasks of varying complexity. Troubleshoots program errors or equipment failures. Instructs or gives limited directions to less experienced operators. Maintains operating records.

36.) **PROGRAMMER** - Analyzes problems outlined by systems analyst and outlines detailed equipment requirements. Designs detailed flowcharts; verifies program logic by preparing test data for trial runs; tests and debugs programs; prepares run sheets for routine programs. May do coding from flowcharts. Evaluates and modifies existing programs.

37.) **SYSTEMS ANALYST** - Formulates statements of business problems and devises procedures for solution of the problems. Competent to work at the highest technical level of systems analysis activities; generally works independently on projects.

38.) **PROGRAMMER/ANALYST** - Participates in systems analysis and program design activities. Handles complex projects involving extensive technical expertise. Interfaces with users to determine information requirements of the new or modified system; defines the applications problem; determines systems specifications; prepares logic flowcharts, codes and documentation; devises standard systems procedures.

39.) **SENIOR PROGRAMMER/ANALYST** - Participates in systems analysis and program design activities. Handles complex projects involving extensive technical expertise. Interfaces with users to determine the need for, use of, and informational requirements of the new or modified system. Defines the applications problem and determines system verification methods and standard systems procedures.

40.) **PC SPECIALIST** - Provides technical support for personal computer systems and networks. Investigates information needs of company or department and makes recommendation about hardware and software purchases. Oversees installation and provides user training. Performs some programming.

APPENDIX D

Administrative Management Society ams

1101 Fourteenth Street, N.W., Suite 1100
Washington, D.C. 20005
(202) 371-8299 Fax: (202) 371-1090

1992 SALARY SURVEY QUESTIONNAIRE

Covering Office, Professional, Data Processing and Management Positions
For Salaries Effective February 1, 1992

AMS Chapter Name ______________________ **Company Code: M** ______ **NM** ______
Chapter Chairperson Name & Phone ______________________

IMPORANT — PLEASE READ

1. **Complete the identifying information below.** We ask that you provide your name, address and phone number so that a) we may reach you to verify information, and b) be able to send you the final published report. **All the information in this survey is strictly confidential.**

2. **All data will be held in the strictest confidence by Association Research, Inc. an independent survey research firm. Under no circumstances will the names of participants or the information they provide be revealed. No company data will be shared with any AMS staff or member.**

3. **Report salary data effective February 1 for:**

   - **Comparable positions in your company** whose responsibilities are largely similar to those outlined in the accompanying position descriptions.

   - Employees located in **your metropolitan area only.**

4. **Report average salaries.** If more than one employee is assigned to the position, report the average salary of all employees in the position. If there is only one position, report the actual salary for that employee.

5. **Return your completed questionnaire by February 22nd** to: ASSOCIATION RESEARCH, INC., 4 RESEARCH PLACE, SUITE 220, ROCKVILLE, MD 20850 or Fax (301) 948-1435.

HOW TO OBTAIN YOUR COPIES OF THE COMPLETED SURVEY REPORT

As a participant in this survey, you are entitled to copies of the *1992 AMS Office, Professional and Data Processing Salaries Report* and *1992 AMS Management Salaries Report* when they are available. If you would like the complete report sent to you, please complete the information below. We thank you for your contribution to the 1992 survey series.

Please check the report(s) you are interested in receiving. As a participant, you will only be invoiced $25, which includes the survey's shipping and handling charge.

☐ 1992 AMS Office, Professional and Data Processing Salaries Report ($250 value)
☐ 1992 AMS Management Salaries Report ($150 value)

NAME ______________________
COMPANY ______________________
ADDRESS ______________________
CITY ______________ **STATE/PROV** ______________ **ZIP/POST** ______
TELEPHONE ______________________

PLEASE RETURN THIS QUESTIONNAIRE TO:
ASSOCIATION RESEARCH, INC., 4 RESEARCH PLACE, SUITE 220, ROCKVILLE, MD 20850 (OR FAX) (301) 948-1435.

PROFILE INFORMATION

1) Primary type of business (*Check one*)

- ☐ Manufacturing
- ☐ Construction
- ☐ Banking
- ☐ Finance
- ☐ Insurance
- ☐ Business Service
- ☐ Healthcare Service
- ☐ Retail
- ☐ Wholesale Sales & Distribution
- ☐ Utilities
- ☐ Transportation
- ☐ Communications
- ☐ Education
- ☐ Government
- ☐ Associations/Non Profit
- ☐ Other____________________

2) Number of company employees in your metropolitan area (*Check one*)

- ☐ 1-50 employees
- ☐ 51-100 employees
- ☐ 101-250 employees
- ☐ 251-500 employees
- ☐ 501-1,000 employees
- ☐ 1,000 + employees

3) Your city ____ State______________

4) If AMS member, your chapter ____

5) What is your company's salary increase budget for non-exempt (hourly) employees for 1992 and 1993? Report to the nearest tenth of percent, such as 4.9%)

Approved 1992: ________________ % Planned 1993: __________________ %

6) What is your company's salary increase budget for exempt (salaried) employees for 1992 and 1993?

Approved 1992: ________________ % Planned 1993: __________________ %

7) What is your average workweek? ________ hours

1992 OFFICE, PROFESSIONAL AND DATA PROCESSING SALARY SURVEY

For 40 Positions - Salaries Effective February 1, 1992

NOTE: ***Round ANNUAL salaries to nearest whole dollar. Report rates for full-time, permanent employees in your metropolitan area only. Do not include overtime pay, shift differentials, bonuses or any extra compensation which is not paid regularly.***

POSITION	ANNUAL STARTING RATE *	ANNUAL AVERAGE RATE **	NUMBER OF EMPLOYEES IN THIS POSITION
CLERICAL POSITION			
1. Accounting Clerk			
2. Senior Accounting Clerk			
3. Accounts Payable Clerk			
4. Accounts Receivable Clerk			
5. Benefits Clerk			
6. Clerk Typist			
7. Credit and Collection Clerk			
8. Customer Service Representative			
9. File Clerk			
10. General Clerk			
11. Mail Clerk			
12. Payroll Clerk			
13. Personnel Clerk			
14. Purchasing Clerk			
15. Shipping/Receiving Clerk			
16. Switchboard Operator/Receptionist			

* *Report starting rate for position as of February 1, 1992. If not available, write N.A.*

** *If more than one employee, report average for all employees in the position; if only one employee, report actual rate.*

POSITION	**ANNUAL STARTING RATE ***	**ANNUAL AVERAGE RATE ****	**NUMBER OF EMPLOYEES IN THIS POSITION**
SECRETARIAL POSITIONS			
17. Word Processing Operator			
18. Secretary/Administrative Assistant			
19. Senior Secretary/Administrative Assistant			
20. Executive Secretary/Executive Assistant			
PROFESSIONAL POSITIONS			
21. Buyer			
22. Purchasing Agent			
23. Accountant			
24. Senior Accountant			
25. Auditor			
26. Senior Auditor			
27. Collector			
28. Compensation Analyst			
29. Benefits Specialist			
30. Personnel Assistant			
31. Training and Development Specialist			
DATA PROCESSING POSITIONS			
32. Data Entry Operator			
33. Senior Data Entry Operator			
34. Computer Operator			
35. Senior Computer Operator			
36. Programmer			
37. Systems Analyst			
38. Programmer/Analyst			
39. Senior Programmer/Analyst			
40. PC Specialist			

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* *Report starting rate for position as of February 1, 1992. If not available, write N.A.*

** *If more than one employee, report average for all employees in the position; if only one employee, report actual rate.*

MANAGEMENT SALARY SURVEY

For 40 Positions - Salaries Effective February 1, 1992

NOTE: *Round ANNUAL salaries to nearest whole dollar. Report rates for* ***full-time, permanent*** *employees in your metropolitan area only. Do not include overtime pay, shift differentials, bonuses or any extra compensation which is not paid regularly.*

POSITION	ANNUAL STARTING RATE *	ANNUAL AVERAGE RATE **	NUMBER OF EMPLOYEES IN THIS POSITION
41. Accounting Manager			
42. Auditing Manager			
43. Branch Manager			
44. Building Services/ Facilities Manager			
45. Compensation and Benefits Manager			
46. Computer Operations Manager			
47. Controller			
48. Credit & Collection Manager			
49. Customer Service Manager			
50. Data Processing Manager			
51. Employment Manager			
52. Human Resources (Personnel) Manager			
53. Marketing Manager			
54. Office/Administrative Services Manager			
55. Payroll Manager			
56. Purchasing Manager			
57. Records Manager			
58. Sales Manager			
59. Accounts Payable Manager			
60. Computer Operations Supervisor			
61. Data Entry Supervisor			
62. Mailroom Supervisor			

WE WELCOME YOUR INPUT!

How can these surveys better meet your needs? What positions would you like to see covered? Please write your comments in the space below.

** Report starting rate for position as of February 1, 1992. If not available, write N.A.*
*** If more than one employee, report average for all employees in the position; if only one employee, report actual rate.*

ams

Administrative Management Society
1101 Fourteenth Street, N.W., Suite 1100
Washington, D.C. 20005